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January 13, 2006 Volume 28 Number 2 www.processor.com



### What's Up In Storage?

### Old Standards & New Tools Define The 2006 Market

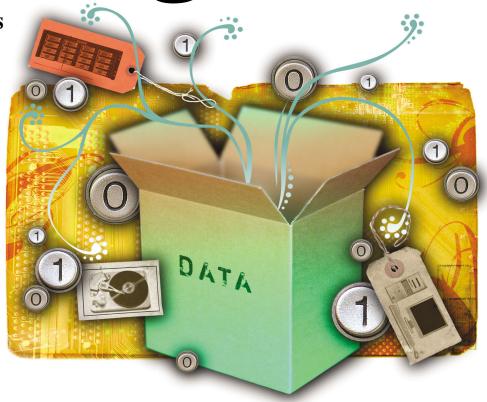
by David Garrett

FEW THINGS CAN RANKLE the men and women who run data centers as much (or as quickly) as the growing problem of storage. For one, midsized companies seem to produce data fast enough to overload even the largest of drives. And the complexity of SANs and high-end storage architectures is enough to turn even the toughest of technical mavens into a Luddite.

But storage, whether it's tape, SANs, NAS devices, or powerful software known mostly by acronyms (think of ILM and ICM, among others), is still one of the IT manager's top tasks. So what's happening in the storage world, and how does it affect the daily life of the data center?

### Tape: Alive & Well

A recent survey from Robert W. Baird & Co. shows that storage is not only a healthy line item in enterprise IT budgets,



but tape, that old standby, is holding its ground against the onslaught of smaller, sleeker, and faster products. Nearly 80% of

respondents in the Baird survey plan to spend the same or more on tape in 2006 as *Go to Page 12* 

### All SMEs Wish For In 2006

### What Technologies Do Small To Midsized Enterprises Want To Make Life Easier?

by Tony Bradley

WITH THE NEW YEAR underway, network administrators are back to work trying to install, configure, maintain, patch, protect, and upgrade the hundreds or thousands of computers entrusted to them. If they could have just one tool or application, what would the technology wish list look like?

Contrary to popular myth, Bill Gates and company have not yet taken over the world from their headquarters in Redmond, Wash. Many companies run custom or proprietary applications that are not designed to work in a Microsoft Windows operating system environment. Many companies have also made a conscious effort to diversify

platforms so that they are not so reliant on Microsoft alone. No matter what the reason, most companies rely on a variety of operating system platforms to make everything work.

### **OS Multiplatform Support**

One issue that results from creating a heterogeneous platform network is that many software application vendors tend Go to Page 12

Most companies rely on a variety of operating system platforms to make everything work.

### In This ISSUE

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### What's New In Storage

We talk with industry insiders and manufacturers to find out what they have in store to help small to midsized enterprises. Plus we discuss whether your company needs a dedicated storage team.

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### Service-Oriented Architectures | 29

Gartner predicts by 2008 more than 60% of enterprises will integrate some form of service-oriented architecture into their critical applications and business processes.

### A Smartphone Plan $\mid$ 30

Lower device prices, better platform options, and other soft factors contribute to the increased interest in smartphones.

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### Product Releases | 17

■ Addonics Technologies released a series of HDD enclosures it claims encrypt and decrypt an entire hard drive in real time. ■ Akonix Systems introduced Akonix L7 Enterprise 4.3, an IM security gateway with personalized tools. 

APC launched a new educational program for professionals who deal with data centers and server rooms. **Courion** introduced version 7.30 of its Enterprise Provisioning Suite. ■ **D-Link's** new SecureSpot integrates a firewall, antivirus, intrusion detection, content filtering, pop-up blocker, and spyware protection. ■ DataCore Software announced the SANmelody 2.0 storage networking software platform. ■ Foundry Networks introduced a new version of IronView Network Manager, which provides Snort intrusion-prevention and detection as well as sFlow network monitoring. 

MovinCool unveiled its CM12, a ceiling-mounted, spot-cooling air conditioner capable of providing 10,500 BTUs per hour.

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### **Upcoming** IT Events

### - JANUARY -

WCA International Symposium & Business Expo January 18-20 San Jose, Calif. www.wcai.com

VS Live!

January 29-February 2 San Francisco, Calif. www.ftponline.com/conferences /vslive/2006/sf

### - FEBRUARY -

Call Center Demo & Conference February 6-8 Austin, Texas

> www.ccdemo.com/ccd **RSA Conference**

February 13-17 San Jose, Calif. 2006.rsaconference.com/us

RFID World

February 27-March 1 Dallas, Texas www.shorecliffcommunications .com/rfid06

. . . . . Search Engine Strategies February 27-March 2 New York, N.Y. www.jupiterevents.com/sew

### /winter06/index.html - MARCH -

Gartner Business Intelligence Summit

March 6-8 Chicago, III. www.gartner.com/2\_events /conferences/bi4.isp

> . . . . . VoiceCon March 6-9

Orlando, Fla. www.voicecon.com

. . . . . FOSE

March 7-9 Washington, D.C. www.fose.com

PC Forum

March 12-14 Carlsbad, Calif. www.edventure.com/pcforum

Boston SecureWorld Expo March 15-16

Boston, Mass. www.secureworldexpo.com/events /index.php?id=218

Comptel Spring 2006

March 19-22 San Diego, Calif. www.comptel.org

. . . . . Data Center World March 19-23 Atlanta, Ga. www.afcom.com

Help Desk Institute Conference March 19-22 Nashville, Tenn.

> . . . . . TelecomNEXT March 20-22 Las Vegas, Nev. www.telecom-next.com

www.thinkhdi.com/hdi2006

. . . . . Secure IT Conference - 2006 March 21-24

Anaheim. Calif. www.secureitconf.com

Florida Educational Technology Conference March 22-24 Orlando, Fla. www.fetc.org

Gartner Business Process Management Summit March 27-29 Nashville, Tenn.

www.gartner.com/2\_events /conferences/bpm2.jsp . . . . .

**Gartner Wireless** & Mobile Summit 2006 March 27-29 Detroit, Mich. www.gartner.com/EvReg/ev

Register?EvCd=RA9





### Microsoft OK With WMF Response

AFTER COMING UNDER FIRE for what critics considered too slow of a response, Microsoft defended its reaction to the WMF (Windows Metafile) vulnerability found in its Windows XP, Server 2003, and 2000 SP4 operating systems. The company says exploits didn't spread as quickly as some had expected, giving the company extra time to ensure any patch had been fully tested and certified. After learning of the vulnerability Dec. 27, Microsoft launched its Software Security Incident Response Process, which brought together all the responsible parties who then worked 24 hours a day until a fix was issued Jan. 5.

### MCI/Verizon Merger Complete

VERIZON COMMUNICATIONS' \$8.44 billion merger with long-distance provider MCI has reached completion, now that it has received final approval from federal regulators in October and regulators in Washington state last month. With the merger, Verizon acquires several large corporate customers and an international long-distance network. Verizon Business, a new division for the newly acquired assets, will combine MCI's customers with Verizon's corporate and global customers. Michael Capellas, MCI's CEO, will leave the firm, according to plans; he's expected to receive \$40 million in a severance package.

### ■ Google Share Price Could Hit \$600

AT LEAST ONE BROKERAGE company believes Google shares could hit \$600 by the end of this year. Piper Jaffray analyst Safa Rashtchy says Google should gain market share and have strong sales and earnings growth through 2007. "We believe Google is an iconic company that, like Microsoft and eBay before it, has defined a new and vital industry," Rashtchy says. Google shares currently trade at about 48 times analysts' 2006 per-share earnings estimates; similar market-leading technology companies peak at about 50 to 60 times earnings, he says. Google shares debuted at \$85 in August 2004 and have since been as high as \$448.96.

### EMC To Expand Storage Services

In an effort to bolster its professional services offerings, storage giant EMC is acquiring Internosis, a Microsoft solutions provider. This move indicates EMC is attempting to expand its Microsoft services offerings, moving into Windows document management, applications infrastructure, and similar services, instead of focusing solely on storage. EMC will position Internosis in its Technology Solutions professional services group as the foundation of the Microsoft practice.

### EMC To Lay Off 1,000

EMC WILL LAY OFF about 5% of its workforce, or 1,000 employees, during the next year as part of an effort to "rebalance its workforce." The cuts will come from positions around the world and at all ranks. The company hopes to put more of a focus on its R&D, sales, and marketing efforts after spending more than \$4 billion to acquire several companies, including Legato, VMWare, Dantz, and Documentum, over the past couple of years. Analysts viewed the cuts as positive, citing some redundancy and overlap in duties after recent acquisitions. EMC is scheduled to announce 2005 fiscal year earnings of \$9.65 billion, a 17% increase over 2004.

### CA To Acquire Wily Technology

IN AN EFFORT TO BOOST its application management efforts, CA, formerly Computer Associates, plans to buy software vendor Wily Technology for \$375 million cash. Under the deal, Wily will become a part of CA's Enterprise Systems Management business unit. CA intends to keep most of Wily's 260 employees, which are based in Brisbane, Calif., including its CEO and CTO. Wily has more than 450 customers, including Cingular and DaimlerChrysler.

### H-1B Visa Workers Earn Less

THE CENTER FOR Immigration Studies conducted a study of U.S. Labor Department records and found IT workers who have H-1B visas earn \$13,000 less than their American counterparts, although law requires they be paid prevailing wages. The mean salary in 2003 for U.S. programmers was around \$65,000, while the mean 2003 salary for H-1B programmers was \$49,258. To improve the disparity, the report recommends requiring firms to use a government-produced "standard wage source" when making prevailing wage claims and putting a cap on how many H-1B visas an employer can acquire based on how many U.S. workers the firm employs.

### Symantec To Purchase IMlogic

SECURITY GIANT Symantec says it plans to buy instant messaging security vendor IMlogic, which helps companies secure and manage their IM traffic, early next month for an undisclosed sum. Once the acquisition is complete, Symantec will integrate the content inspection and security capacities of IMlogic with its antispam and antivirus software and security appliances. In addition, Symantec will enhance its Enterprise Vault archiving software, which it received in its purchase of Veritas last year, by adding capabilities for storing and managing instant messages.

### AMD To License Rambus Technology

RESEARCH COMPANY Rambus has entered a licensing agreement with chipmaker Advanced Micro Devices. Under the agreement, AMD will pay Rambus \$75 million over the next five years to license a technology Rambus developed to boost the speed at which computer chips communicate with each other. Rambus designs computer-related technologies and then sells the rights to use them.

### IBM To Move Away From Pension Plan

FOLLOWING A TREND many companies are following, IBM announced it will stop contributing to its U.S. pension plan in 2008. The company will move all employees to its 401(k) plan and will automatically contribute between 1% and 4% of an employee's pay to the account. IBM will also increase its company match to 6%. The shift should help IBM cut retirement-related expenses by up to \$3 billion over the next five years. The changes won't impact current retirees or those who will retire before Jan. 1, 2008. HP announced similar plans last summer.

### ■ McAfee Fined \$50 Million

THE SECURITIES AND EXCHANGE COMMISSION has ordered McAfee, the second-largest security software maker worldwide, to pay \$50 million to settle SEC charges that it inflated its earnings and revenue figures between 1998 and 2000. The SEC says McAfee overstated its revenue in 1998 by 131%, or \$562 million. For the period from 1998 to 2000, the SEC says the security giant inflated its net cumulative revenue by \$622 million. McAfee is paying the fine without denying or admitting to the SEC charges.

### Seibel To Vote On Pending Sale

AFTER ORACLE'S announcement in September that it would acquire Seibel Systems, Seibel stockholders will be able to attend a meeting in San Mateo, Calif., on Jan. 31 to vote on the company's sale. U.S. and European regulatory agencies have approved the proposed deal, estimated to be worth \$5.85 billion. Oracle's intention in buying Seibel appears to be to continue expanding its share in the business applications market. Oracle has acquired a number of firms in the past few years, including PeopleSoft, Oblix, Retek, and Thor Technologies.

This information provides a quick glimpse of current and historical stock prices and trends for 16 major companies in the technology market.

Company	Symbol	Year Ago	January 2 \$	January 9 \$	% change from previous week
Avaya	AV	\$17	\$10.67	\$11.07	▲ 3.75%
BEA Systems	BEAS	\$8.42	\$9.40	\$10.57	<b>▲</b> 12.45%
Computer Associates	CA	\$29.34	\$28.19	\$29.04	▲ 3.02%
Cisco Systems	CSCO	\$18.57	\$17.12	\$19.06	<b>▲</b> 11.33%
Dell	DELL	\$40.25	\$29.95	\$31.32	<b>▲</b> 4.57%
Electronic Data Systems	EDS	\$22.09	\$24.04	\$25.05	<b>▲</b> 4.2%
Google	GOOG	\$193.51	\$414.86	\$466.90	<b>▲</b> 12.54%
HP	HPQ	\$21	\$30.50	\$30.62	▲ 0.39%
IBM	IBM	\$96.50	\$82.20	\$83.73	<b>▲</b> 1.86%
Intel	INTC	\$22.39	\$24.96	\$26.47	<b>▲</b> 6.05%
McAfee	MFE	\$26.63	\$27.13	\$28.99	<b>▲</b> 6.86%
Microsoft	MSFT	\$26.78	\$26.15	\$26.86	<b>▲</b> 2.72%
Oracle	ORCL	\$13.10	\$12.21	\$12.88	▲ 5.49%
Red Hat Software	RHAT	\$12.46	\$27.26	\$29.62	<b>▲</b> 8.66%
Sun Microsystems	SUNW	\$4.70	\$4.19	\$4.64	<b>▲</b> 10.74%
Symantec	SYMC	N/A	\$17.50	\$19.40	<b>1</b> 0.86%

NOTE: This information is meant for reference only and should not be used as a basis for buy/sell decisions.

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### MARKET WATCH

### CD/DVD Duplicators

### **Options For Creating Multiple Copies With Ease**

by Sixto Ortiz

IF YOUR IT DEPARTMENT spends lots of time duplicating large numbers of media, a CD or DVD duplicator is an essential tool you can't do without. Many of these devices now come with integrated computers and high resolution printers and feature fully automated operation, so generating a large number of media copies is usually a matter of loading up a stack of discs, pushing a few buttons, and walking away. Here's

### **CD/DVD Duplicators Explained**

needs.

an overview of a few CD/DVD

duplicators that may meet your

The fastest CD/DVD burner in the world won't be much help when you're facing a large media duplication project. Manually



### SNAPSHOT

### Disc Makers Pico, EliteMicro, and Elite4

Pico: \$699; EliteMicro with printer: \$1,990; Elite4: \$4,290

A wide variety of automated DVD/CD duplicators to fit any budget

www.Processor.com/DiscMakers3

burning one disc at a time, especially when you need to make dozens, is a one-way ticket to the loony bin. CD/DVD duplicators are perfect for large volume duplication tasks because they let you start with one source disc and automatically duplicate its contents to any number of blank discs.

Duplicator technology is sim-

plicity itself: a source drive, containing the disc you want to duplicate, is connected, via a controller card or some other interface, to any number of "target" drives containing blank discs. Some duplicator models feature

robotic arms that continuously feed target drives fresh discs, so you can load up to a maximum (depending on the model) number of blank discs into these devices and walk away. Many duplicator models even include inkjet or thermal printers, so high

resolution text or graphics can be automatically printed onto your discs.

Of course, the more money you're willing to spend, the more features and duplicating prowess you can get in your duplicator of choice. Most manufacturers, such as Microtech, Condre, or Disc Makers, manufacture and market a wide variety of duplicator models running the gamut from a few hundred dollars to a few thousand.

If you want 100% automated operation, flexible software control, large capacity, and healthy throughput, be prepared to spend some dollars. But there are plenty of duplicator choices in the marketplace that are quite capable and won't shatter your budget.

### Disc Makers EliteMicro Duplicators

Disc Makers manufactures and markets a wide variety of DVD and CD duplicators, ranging in price from under \$1,000 to more than \$4,000. The EliteMicro line of duplicators features easy PC connectivity, generous blank disc capacities, and 4800dpi color printers.

Disc Makers' EliteMicro DVD duplicator features a single 16X Plextor DVD±R/48X CD-R and capacity for up to 75 blank discs. The device is rated for a throughput of nine 2.9GB DVDs per hour, six 4.7GB DVDs per hour, and 12 700MB CDs per hour. Keep in mind that advertised maximum throughputs are based on PC connected systems with 50% color ink coverage on each disc. Disc duplication projects requiring more ink coverage or larger file sizes will result in slower throughputs. These throughputs are possible via a robotic loading mechanism that continuously and automatically loads fresh media into the DVD/CD drives.

All of Disc Makers' Elite series duplicators also feature 100 free CD-Rs or 50 DVD±Rs with the purchase of a unit, as well as discounted pricing on future media purchases, free lifetime technical support, and a one-year warranty.

In November the company released its Pico single drive CD/DVD duplicator, designed to meet the needs of small business and even home office buyers who need duplication capabilities at a reasonable price. The Pico's throughput is impressive: up to six 4.7GB DVD±Rs per hour or 12 700MB CD-Rs per hour. The Pico also features a built-in 3-inch disc and Card-Disc adapter, so marketing and promotions departments can use it to generate trade show giveaways.

### **Condre DVD Tracer Pro**

Condre's Tracer Pro DVD recorder tower duplicator models feature dual format recording capabilities, providing the flexibility to do your duplication projects in the DVD standard of your choice. These Pioneer recorders are controlled via a user interface that allows for easy one-button operation of the recorder tower.

Multiple command functions such as load to hard drive, disc to disc copy, verify, copy and compare, and emulate are all supported. 40 or 80GB internal hard drives allow for plenty of file storage, while multiple fans keep the drives cool and functional.

Condre also manufactures a couple of standalone (that is, automated) DVD/CD duplicators: the Stylus Standalone C180, C300, and C600 models. These duplicators have blank media capacities ranging from 180 to 300 to 600 blank discs. The units do not require a PC to operate and also utilize a robotic mechanism to keep the integrated recorder busy duplicating discs. According to Condre, the device's relatively small footprint makes it ideal for office environments where space may be at a premium but heavy duty duplication capacities are required.

### **Microtech Xpress XD**

Microtech's Xpress XD high capacity duplicator is designed for high volume CD and DVD duplication duty. The device features

four or six DVD/CD recorders, 600 blank disc capacity, robotics-driven operation, an integrated PC, and an inkjet or thermal (up to 4800dpi) printer. The unit supports a wide variety of formats, including DVD Video, DVD-ROM,

HFS, mixed mode, hybrid, Video CD, Joliet, Romeo, Rockridge, and others. Bundled software applications include ImageMaker EZ, DiscPrint, and MyDisc Standalone. The device can also be networked via an integrated 10/100 Base-T Ethernet port.

The company's Xpress XE duplicator is similar in many respects to the Xpress XD, but it has fewer capabilities than its higher-volume big brother. For example, the Xpress XE duplicator's capacity is "only" 200 blank discs, and the device includes two CD/DVD recorders.

### **SNAPSHOT**

Microtech Xpress XD, XE, and 2400

Duplicators designed for high capacity, starting at 200 blank discs

www.Processor.com/Microtech

But, like the XD, the XE duplicator is also network capable, features a thermal or inkjet high resolution printer, and comes with an integrated Windows PC bundled with the same software package included with the XD. If you don't quite need 600 disc capacity, the Xpress XE may be just what you're looking for.

If you're shooting for the moon in terms of DVD/CD duplication firepower, the Microtech Xpress 2400 is a gargantuan duplicator consisting of four Xpress XD devices interconnected using a Gigabit Ethernet link. With a combined 24 recorders and an astounding 2,400 disc capacity, the Xpress 2400 is the duplicating market's ultimate weapon.

### Systor Systems DVD/CD Duplicator

Systor Systems' 1-8 target DVD/CD duplicators feature 16X Plextor DVD±RW DVD recorders, a 200GB hard drive, and an optional external connection to a PC. According to Systor, the optional hard drive enables faster duplication and enhances the stability of the device.



### **SNAPSHOT**

Systor 1-8 Target DVD/CD Duplicator

Starts at \$1,400

A tower duplicator supporting a wide variety of formats and an optional 200GB hard drive

www.esystor.com

Other features include a standalone IDE to IDE copy controller, IDT CPU, onboard interface via LCD display, upgradeable firmware, and compatibility with a wide variety of formats, including DVD-ROM, DVD-Video, DVD±R, Business Card CD-R, 3-inch Mini CD-R, and others. You can order the Systor products on ESystor.com, its online shopping site.

### **Options For Everyone**

CD/DVD duplicators are a boon for businesses that frequently generate multiple copies of source DVDs or CDs. Most of the devices discussed in this roundup are designed for easy, unattended operation while they tackle your most demanding CD or DVD duplication jobs. While models vary, the basic features remain the same across the board: the ability to generate multiple disc copies with little or no human intervention.

There is enough pricing wiggle room in the marketplace to satisfy everyone, but a word of caution: It's important to make sure your duplicator's amazing capabilities are not used for the wrong reasons. So it's important to have policy and administrative measures in place to prevent unauthorized use of these devices, especially in environments where copyrighted or licensed content could be easily copied.

### **Buying Tips**

Keep your needs in mind. Be sure to purchase a CD or DVD duplicator with capacity that fits your needs. If your duplication needs are not heavy-duty, an automated high capacity CD/DVD duplicator may be overkill.

Keep formats in mind. To meet competing DVD standards, be sure to get a duplicator with dual-format drives. Also, if you require specialized formatting, be sure the duplicator you buy is capable of bandling it.

Remember that upgradeability counts. Check into available upgrade options for the drives in your duplicator. As you know, technology is always changing.

Police the duplicator's use. A duplicator in the wrong hands could spell trouble for you and your business, so be sure to tightly control (via policies or other administrative procedures) duplicator usage to prevent the unauthorized duplication of copyrighted or licensed materials.

To see *Processor* Showcase advertisements for products in this category, look in the Showcase Index on page 5 and find the CD/DVD Duplicator ads under End Nodes/Storage.

### **SNAPSHOT**

### Condre DVD Tracer Pro

Tower-based duplicator configuration features three or nine integrated CD/DVD recorders

www.condre.com



The *Processor* Showcase section features new products and services available from hot new manufacturers, as well as the old standbys. It's an easy way to compare products and discover new technologies and solutions, so refer to it for all your buying decisions.



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Components, KVM, Mobile Devices, Monitors, Peripherals, Servers, Systems

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### Physical Infrastructure

Cabling, Environmental Controls, Fire Protection, Power Distribution, Racks

SOLUTION PAGE  End Nodes	SOLUTION PAGE Web Development	SOLUTION PAGE Telephony	SOLUTION PAGE Power Accessory
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- "1.5U form factor is indeed a ground-breaking invention providing advantages from both 1U and 2U form factors. The PCI expansion, dedicated cooling strategy and space-efficiency make it a cost-effective solution to the market today. As the leading motherboard solution provider, Iwill USA will continue to partner with AIC to accelerate the trend of providing innovative solutions." Adam Chou, General Manager, Iwill USA, Inc.



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### Storage Manufacturers Smell SME Sales

### **Midmarket Expected To Respond To Better Products, Prices**

by Ericka Chickowski

IT HAS BEEN YEARS NOW since storage manufacturers started giving lip service to the small to mediumsized enterprise market. As early as 2002, storage heavyweights such as EMC had announced their intentions to go after smaller businesses with special storage solutions designed for their more limited needs. But until recently the reality was that many small businesses still weren't ready to purchase big-ticket storage items such as network storage hardware, and vendors were still unable to provide the right storage solutions at the price points SMEs demanded.

However, due to vendor persistence and growing storage needs in the midmarket, there is finally a sea change upon us when it comes to SME storage. The Enterprise Strategy Group recently surveyed 202 businesses with 1,000 or fewer employees from 23 different industry segments.



The EMC CLARiiON AX100 is one of several low-cost networked storage arrays that is being targeted toward the small to midsized enterprise market.

Nearly 75% of the respondents said that they have deployed, are actively evaluating, or are at least considering networked storage solutions. And according to analysts with AMI Partners, SME storage spending is expected to double in the next five years, largely driven by SAN/NAS adoption.

Storage vendors large and small recognize that the shift is occurring, and they are preparing their strategies accordingly. This is especially true for the three principal

players in the market: EMC, HP, and IBM. This year has seen big announcements from all three vendors, that each hope to improve their standing amongst the little guys.

### **EMC**

EMC has largely established its dominance as the No. 1 storage vendor through its control of the large enterprise market. However, it has long coveted the SME space, spending more than \$6 billion in the past three years in acquisitions and R&D focused on that market. It wasn't until last year, however, that it was able to show a cohesive strategy stemming from this investment.

The company is hoping for more SME penetration by simplifying storage options for small businesses that don't have time to scratch their heads over complicated storage solutions. Announced this spring, EMC's aptly named Making Storage Simple

campaign has aimed to offer a more straightforward SME product line and better education to potential buy-

The latest approach by EMC is to offer a se-

ries of EMC Express Solutions to small and midsized enterprises that package tailored hardware, software, and services to ease the pain of storage implementation and management. These turnkey solutions are offered in four categories: Networked Storage, Backup and Recovery, Archiving, and Business Protection. The roll-out of this program closely followed the release of the CLARiiON AX100, a lowcost disk array that made it possible for the company to offer



Express Solutions packages starting at \$5,995.

As EMC maintains and further develops the Making Storage Simple campaign, it will continue to extend and modify its offerings to the SME market. Most recently, it revamped its midrange CLARiiON offerings with the CX300-s, CX500-s, and CX700-s Fibre Channel and iSCSI models, which replaced the CX300,

CX500, and CX700. Most notable about the update is EMC's new CLARiiON Virtual LUN Technology, software that lets businesses more easily move data within a networked system. Starting at \$15,000, these systems are aimed directly at the midsized enterprise.

Since HP launched its Smart Office initiative in 2003, the company has made significant gains in SME product sales. The company has been particularly successful in catering special storage solutions to smaller businesses

with some of the most affordable network storage products on the market. It has also undertaken an educational approach to teach SMEs about the sometimes complicated NAS and SAN options available, offering beginner IT tutorials such as "Easy as NAS" and "My First SAN."

Recently, HP announced the launch of two new products to round out its SME storage offer-



The release of the HP StorageWorks 1510i Modular Storage Array, an iSCSI-compatible array priced at \$8,000, is part of HP's Smart Office initiative geared at SMEs.

ings. The first is the HP Storage Works 1510i Modular Storage Array, an iSCSI-compatible array that HP says should make SAN implementation and management as easy as working with an Ethernet network. The 1510i may

### **By The Numbers**

Manufacturers' efforts to bring affordable storage technology to the small to midsized enterprise masses have already come to fruition through improved overall numbers. Analysts with IDC report that during the third quarter, revenue for external disk storage systems grew the fastest since the company began tracking shipments four years ago. Third quarter shipments rose 12.5% over the same period last year, to \$3.9 billion.

be particularly enticing to businesses that already use HP Proliant servers, as users can swap internal iSCSI drives from their server into the 1510i MSA. It starts at \$8,000.

The second new product is HP Storage Works Data Protector Express, a backup and recovery software suite designed to work with Windows, Linux, or Net-Ware servers. Starting at \$799, Storage Works Data Protector Express will cover up to 20 servers and offers HP's baremetal One Button Disaster Recovery feature.

### IBM's NetApp Alliance

Playing catchup behind storage rivals EMC and HP is IBM, which has sometimes had a difficult time repackaging enterpriseclass machines for the midmarket. This is especially the case for IBM's storage unit, which was underperforming so much that Big Blue announced an alliance with the storage mavericks at Network Appliance last April. Part of that deal has NetApp manufacturing storage products for IBM with enterprise-class functionality designed specifically for

the small and midsized business market.

One of the first items on the docket was the release of IBM's TotalStorage N3700, a 14-disk NAS array that utilizes iSCSI technology. Though IBM is marketing the N3700 as an affordable option for businesses with fewer than 1,000 employees, the start-

ing price is still out of reach for those on the smaller end of the spectrum. With a starting price of approximately \$50,000 for 1TB of capacity, it will likely appeal only to the larger Ms in the SME market space.

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### Picture-Perfect CDP

### **Continuous Data Protection Could Be Just The Snapshot Tech You Need**

by Elizabeth Millard

IN STORAGE, the good news is that most devices have become so reliable that hardware failures happen far less than they once did, with some companies experiencing no sputtering drives ever. The bad news is that humans are still involved in the process, which means mistakes can still occur.

User error, whether in IT or by other employees, can throw a wrench in efficient backups. Departments may forget to drag the relevant files into backup areas or a new IT staffer could overlook storing a certain day's worth of data. But sometimes no one is mucking up the process—changes to data are simply made at a time when the backup procedure does not capture them, especially if backups are done only in the evenings. To tackle the problem, some small to midsized enterpris-

es are finding comfort in continuous data protection, which can profoundly improve the situation by making it possible to restore data from nearly any point in time.

### CDP Basics

Also called continuous backup, CDP is a storage system in which all the information in a company is backed up automatically whenever a change is made. Basically, the technology creates a repository of storage snapshots, which point to data stored on a disk.

A major advantage to the system can be seen if a virus crops up or a file becomes corrupted and isn't discovered until days after it's digitally mangled. With CDP, it's possible to recover a clean copy of the file within a much shorter time frame than from tape backups.

There are two main types of CDP for enterprises: either a backup application, such as that



offered by EMC, or disk-based backup, from companies such as Revivio. Whichever approach is used, the procedure is usually the same. A device, inserted between hosts and a company's data stores, tracks changes without affecting existing data or even slowing network speed. The changes are written to a separate data store and are marked according to time, day, and what was changed within the data. Software included with the backup application or disk is designed to speed recovery if a data loss should occur.

### **Advanced Thinking**

Demand for continuous data protection has been growing steadily, notes Steve Duplessie, senior analyst and founder of research firm Enterprise Strategy Group. "Regardless of which vendor is used, CDP can dramatically improve recovery, compared to incremental backups done during the day or a more traditional full backup at night," he says. How extensive the improvement can be varies depending on what was used in the past and how much data a company generates, but Duplessie points out that bettering recovery time by even an hour can be useful for employees depending on the data to complete their work.

In addition to speed, CDP also differs from traditional backup strategies by capturing all changes to data volumes, not just one day's worth of information or major overhauls. Even the smallest change, made five minutes ago or five days ago, can be recovered. With other snapshot technology, changes are recorded at intervals. But because CDP is always on, there's no danger that changes made between snapshots could be lost.

For SMEs in particular, this type of technology could be beneficial because many smaller companies are relying on tape rather than SANs, says Mika Krammer, an analyst at market research firm Gartner Group. "Smaller businesses have been concerned about rapid data recovery, and for good reason," she says. "This kind of recovery is key for operational efficiency, and some are finding that traditional storage methods like tape aren't meeting their needs."

### **Decisions, Decisions**

Although CDP can be of benefit to a company looking for an always-on backup tool, the system does have its unique challenges. Most notably, a company needs to be able to organize and use the storage snapshots that are created. Although CDP companies can attempt to streamline the procedure with software, SMEs will still need to devote time and resources to learning a new style of backup and may even have to implement third-party software into the storage mix depending on their needs.

Until recently, cost was also a major issue for SMEs trying to do continuous backup and can still be somewhat of a large budget item. In the past, CDP was targeted at large enterprises and started at about \$70,000, but recently a number of packages were created to extend the capability to SMEs. For instance, Veritas (www.veri tas.com) introduced a QuickStart version for one server that backs up to tape for about \$900 and integrated the software with its Backup Exec so companies could have CDP capability. The entire package is about \$3,000, which analysts consider the low end of the price range.

Companies can ease some potential budget burdens by opting for hosted solutions, which are definitely growing in popularity, says Krammer. A benefit is that they combine disk-based backup with offsite storage, providing an extra level of protection against nontechnical calamity such as fire or flood.

An example of a subscription CDP service garnering SME attention is LiveVault (www.livevault .com), which charges a monthly fee based on the amount of storage space required. The service backs up data locally to an appliance and sends it over a secure network. If a file is lost or corrupted, the information can be restored from the appliance or from the offsite location. If an SME opts to keep data in-house and prefers an appliance approach, it can choose a company such as LassoLogic (www.lasso logic.com), which has a device that sits on the network and records changes continuously, after an initial backup of all data.

"With today's regulatory environment, and the reliance on digital data, small businesses have to be more vigilant than ever about how they're doing storage," says Krammer. "That means they may want to investigate alternatives."

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Since CDP hit the mainstream, dozens of companies have released products based on the technology. Here's a sampling of contenders.

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Storactive LiveBackup	<ul> <li>Mirroring and versioning technology</li> <li>Extends to laptops as well as PCs</li> <li>Disk-based</li> </ul>	www.storactive.com
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# Why A Dedicated Storage Team?

### See What Storage-Focused Staff Can Do For You

by Christian Perry

IT MANAGERS CAN COPE with storage becoming an increasingly integral part of daily business activities, but when that same technology grows more complex by the minute, the challenge can easily spiral out of control. Larger enterprises have found they can deal with constant storage tasks by attacking them with storage-only personnel, but can the concept of a dedicated storage team work for small to midsized enterprises?

Small IT departments flourish when staffed with personnel sporting expertise in multiple disciplines, but people with only partial experience in SME-targeted storage technologies could find themselves in over their heads when dealing with larger enterprise technologies that continue to trickle down into the SME space. Yet if they can borrow a page from the storage team trend sweeping through the larger ranks, they might find that a solution is just a few hires away.

### **Team Power**

According to a Gartner report authored by Robert E. Passmore and April Adams, RTI (real-time infrastructure) will be a driving force of future storage environments,

providing the "delivery of storage as a set of services to negotiated service-level agreements that are driven by business policy." These services include elements such as tiered storage, varied recovery options, high availability options, and archiving with proper governance and compliance.

In the next five years as the automated storage utility begins to emerge, users will eventually see utilities that provide automated management, virtualized

resources, and other features that deliver hands-off storage management. But as companies strive to implement these handsoff tools, there remains a catch—they'll need hands-on personnel who can handle the task of implementation.

"Storage technologies, processes, and applications have become very complex and will become more so," Passmore and Adams note. "Unless people are dedicated to this field, knowledge won't increase enough to support development of best

practices. Furthermore, the consequences of mistake are no longer limited to the impact of one downed server and its application. If a SAN goes down, it can potentially take the whole business with it."

Of course, if you have the luxury of a SAN, your chances are decent you can afford the luxury of a dedicated storage team. For everyone else, it's tough to allocate even the majority of one person's time to storage tasks, even if it's a necessity. Nonetheless, it's tough to overlook the potential benefits.

According to Gartner, one of the primary reasons enterprises need a dedicated storage team is because a focused center for knowledge and expertise can handle all areas of the storage environment, including design, implementation, operation, and expansion. Further, the team could rigorously enforce change processes to "prevent part-time or inadequately trained storage staff from making errors." On the cost side, Gartner says that centralized management and deployment drives costs down, while at the same time driving productivity up. Yet to properly develop best practices and deploy technology such as storage tiers and archiving, companies must charge someone to do it who can claim distinct responsibilities and ownership. Finally, the deployment of the storage utility allows for a more flexible and agile business.

### **Storage Team Effort**

Gartner identifies four reasons why companies need a dedicated storage team.

- 1. Creating a focused center for knowledge and expertise is critical.
- 2. Rigorous enforcement of change processes is required.
- 3. Centralized management and deployment drives costs down and productivity up.
- 4. Deploying a storage utility creates business flexibility and agility.

SOURCE: GARTNER, "COMPETITIVE ORGANIZATIONS NEED A

### **Not Necessarily Necessary**

Despite all the benefits provided by a dedicated storage team, most admit that such an entity is beyond the scope of financial reason for smaller companies, particularly if they're already employing dedicated staff in other areas, such as networking. But for those IT managers who envision big inhouse storage changes down the road, it's still not a bad idea to campaign for storagefocused personnel.

One method for campaigning is promising to hire technical people who could handle areas other than storage if necessary. In fact, you can extend that strategy to simultaneously seek to improve other IT-related areas, even if your intention is to focus that new personnel on storage. To combat resistance, be prepared to show the value of storage throughout the entire organization, both now and in the future, including descriptions of future technologies beginning to appear in SME storage environments. Stress that short-sighting storage can have disastrous consequences, but if you have the personnel to handle the transition now, your company won't be in a tough position later.

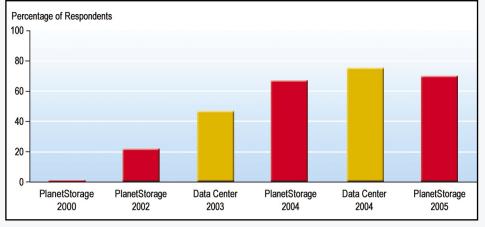
On the other hand, driving best practices and implementing complex storage technologies aren't tasks that always fall solely in the realm of dedicated teams. In a recent survey by the Storage Networking Industry Association End User Council, 57% of respondents indicated their companies have or are forming storage teams, with large companies much more likely to do so. However, the survey also revealed that medium-sized companies are turning to SRM tools to address storage complexity almost as much as implementation of storage teams.

As available hardware and software solutions become easier to deploy and use, companies are having an easier time of integrating best practices because those practices derive directly from that technology. Careful, informed planning of future storage deployments can help you encounter the question of best practices because you'll already have them if you're using the right solutions.



### **Are You Using A Team?**

At its annual PlanetStorage and Data Center conference events, Gartner asks customers if they're using dedicated storage teams. Here's a look at the numbers from recent years.



SOURCE: GARTNER "COMPETITIVE ORGANIZATIONS NEED A DEDICATED STORAGE TEAM"

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Continued from Page 1 they did in 2005, despite some of tape's spectacular problems that cropped up last year.

But tape is still strong because most companies know it, use it, and have come to trust it over disk technologies such as SATA, which remains new in the eyes of many midmarket CIOs. That trend bodes well for IBM, Quantum, Overland Storage, and Sun/ StorageTek, among others, all of whom are leaders in the triedand-true tape market.

### **Get Virtual**

But tape's not the only game in town. When the burgeoning tech bubble of the early 2000s burst, leaving IT managers scrambling to cut their budget ballast, consolidation became all the rage. Why use 40 servers when you can use four, or a few thousand when a few hundred will do?

Right on the heels of consolidation came virtualization, and with it storage virtualization, the practice of pooling many storage networks (or simply many devices) into an architecture that presents

### **Other Trends**

Storage is always in a state of flux, and several trends that marked 2005 will continue into 2006. For instance, Fibre Channel continues to rule the SAN market, despite lower-cost options. 68% of respondents to a recent storage survey by TheInfoPro said that a Fibre Channel SAN will support their server farms by the end of this year. Only 6% will use IP SANs. And virtual tape libraries, which make a disk array appear as a set of tapes to your backup server, are coming into vogue. They combine the speed of disk-based storage with the familiar process of tapes.

them as a single, unified entity. Virtualization lets users deal with the mind-boggling heterogeneity of different storage platforms cobbled together into a patchwork quilt of data and devices, using a single interface and saving time in the process.

It's a trend with legs, too, ready to walk into 2006 and beyond with a healthy buying spree that spans the midmarket to the large enterprise. According to IDC, nearly \$15 billion will be spent on virtualization by 2009, as more than 75% of all companies with more than 500 employees are already using virtual servers to ease workload, complexity, and budget woes.

### **Classified Data**

Of course, what's on all those hard drives, SANs, and tapes is just as important as the architecture itself, as midsized firms realize that data—the information they trap in emails, business intelligence systems, CRM software, and more—is nearly as vital to their work as their cash flow.

But sorting the millions of emails and hundreds of thousands of memos, letters, reports, spreadsheets, and contracts, all of which exist in dozens if not hundreds of formats, is a daunting task. That's where ICM, or information classification and management, comes in. The term refers to the software and systems used to define the type of data in a document, and more importantly, to assign it value.

Why bother? Because data with a high value can be stored on rock solid, five-nines systems, while low-value data can be housed on low-performance, older servers. High-value data can also be tightly encrypted, stored longer, and carefully vetted for compliance and risk-management issues (the hobgoblins of any public company in today's Sarbanes-Oxley world). That helps everyone from corporate officers to help desk staffers focus their time, talents, and budgets.

ICM systems are still a small piece of the storage pie, with fewer than a dozen major players. But what they lack in size they make up with big-name partnerships. Take Kazeon's October announcement of an OEM deal with Network Appliance, which will integrate the start-up's Information Server IS1200 with a wide array of popular NetApp products. The end result? Solutions that cut the risk of data exposure, storage costs, legal discovery, and more.

### **ILM**, As Always

ICM is part and parcel of the larger field of ILM, or information lifecycle management, a trend that's still running strong with midmarket firms. ILM is the practice of dealing with—and often disposing of-data over its lifetime, from the moment it's born to the time it's safe to delete it. With heuristics, policies, and built-in intelligence, ILM products help storage managers migrate data between network tiers, putting older, less urgent data on older servers and moving fresh data to high-traffic machines that can support heavy end-user loads.

A recent survey from The-InfoPro, an IT research firm, found that enterprise IT groups rank ILM as their top priority in storage management, with 32% of respondents in near-term ILM projects. An even larger number of respondents-more than threequarters—have already installed tiered storage systems or started projects to do so, and another 11% plan to rev up an ILM system in the near term.

### Small Drives, Big Storage

Gartner sees a bright future for the global HDD market, with unit

### **Get Ready For SolP**

You've heard of VoIP, but have you heard of SoIP? SoIP, or storage-over-IP, is one of the brighter lights on the storage horizon. In a nutshell, it lets you access a storage device over a TCP/IP network using standard Ethernet cables and not more expensive Fibre channel, long the mainstay for connecting servers and large-scale storage devices.

Among the more prominent SoIP firms is Zetera (www.zetera.com), whose Z-SAN product takes advantage of IP as the storage fabric to offer everything from storage virtualization to volume sharing, dynamic backup, and scalability. The result? There's no need for expensive controllers (including RAID controllers) and gateways, and small to midsized companies, long forced to use NAS technology if SANs were too costly, can upgrade their storage to meet the demands of data-hungry users.

sales growing to just under 650 million by 2009 and shipments reaching their highest mark this year. And while sales may be large, the drives are not. Small form factors are making their mark in midmarket storage, where high-density racks are heating up data centers to the melting point. Chief among the mini marvels is the 2.5-inch drive. According to research firm TrendFocus, it should enjoy a projected growth rate of more than 20% per year through 2007.

And with good reason: Small drives in high-density systems can enhance I/O rates as they

decrease space and power consumption, letting tightly packed servers cool off. In fact, some drives, such as Seagate's (www .seagate.com) Savvio (a popular 2.5-inch model), draw up to 40% less power than traditional 3.5-inch versions and can pack up to 30 drives in a 2U enclosure for a compact, high-performance storage array. That's welcome news to data center managers, who have come to realize that space, power, and heat are assets to manage as carefully as the advanced storage options that will define the market in 2006. P

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### All SMEs Wish For In 2006

Continued from Page 1

to focus on a single operating system platform. When the network administrator needs to do something as mundane as backing up critical system files, it may mean using one backup application for the Windows systems, another for Unix/Linux systems, and a different one for Mac OS systems. Selecting and deploying other tools such as patch management or antivirus protection can be just as tricky. This lack of multiplatform support can make simple tasks much more costly and complicated.

Paco Hope, managing consultant with software consulting firm Cigital, describes his wish for new technology while also illustrating the need for multiplatform support. He says, "There's one key phrase at Cigital these days: 'location transparency.' We want everything to work the same wherever we go. (We're a consulting company, so this is especially important to us.) I'm not just talking about contacts and calendars and email, though. I'm talking about the file server, intranet Web resources, etc. We need a single VPN (or equivalent) solution that works on Macs, PCs, and Linux and works from home, in hotels, and behind restrictive corporate firewalls when we go to our customers. We want documents to be local on the hard disks of our laptops but also backed up to the server securely, seamlessly, silently, [and] transparently when we're connected to a broadband link."

### **Mobile Data Concerns**

Another major concern of administrators is protecting and preserving mobile data. Users on the local network can save their data to shared drives on central servers where the data can be regularly backed up. But as more users rely on notebooks or PDAs or work from home on their own personal computers, important company documents and information are at risk. If the PDA is dropped in the bathtub or a laptop is stolen from a hotel room or the home computer hard drive crashes and all of the data is lost, the loss of data could be costly to the company.

A tool that can automatically and seamlessly provide synchronization and backup for these roaming and remote devices is another concept at the top of the 2006 wish list. If such a tool could track changes and updates and automatically sync files, folders, contacts, calendars, and other critical information whenever the device is connected to the network, it will be a lot less devastating when an executive's laptop crashes or gets lost or stolen. The

company's information assets need to be stored at the company where they can be properly protected.

The walls of the network have disappeared. Tools and applications that assume a network of workers all wired to the internal network via CAT5 cables are becoming relics. The utilities that network and data center administrators need for 2006 and beyond are tools that can transparently

handle the needs of remote workers and road warriors, providing each of them the same experience and resources as if they were sitting next to the servers. But Hope stresses one major underlying theme: The tools need to be versatile and crossplatform, able to handle the variety of operating systems being used. Hope says, "If it doesn't do Mac and Windows and Linux, I'm not interested."

### **The Ultimate IT Tool**

Mobility is continuing to grow as a prevailing force in technology. More companies are realizing the cost and productivity benefits of letting workers telecommute from home offices, and road warriors with laptops and PDAs travel across the country and around the world, accessing corporate resources across VPN connections using wireless access points in McDonald's or at the Starbucks on the corner.

Network and data center administrators also need to access servers remotely. They may be working from home, or they may be on call and need to check in and troubleshoot an issue in the middle of the night. For network administrators, the ultimate IT tool would be a more comprehensive, multiplatform remote administration utility.

Dominique Hoffman, a system administrator at Cigital, says, "Currently, there aren't any packages that can be used to remotely administer all operating systems (Windows, Unix, and Macs). Each software does only one OS. Additionally, each software package seems to do only one portion of the job. You need one for Windows Registry, logs, and troubleshooting [and] another one for installing patches, software, and run[ning] backups. Another package can be used only inside the network to manage devices such as servers, routers, and firewall."

According to Hoffman, "It is too many packages for IT staff to learn and manage, and the cost is high due to separate licenses, and maintenance, on top of the initial cost for each package." Hoffman says, "The perfect tool will do all the above functions while remaining OS independent." Manufacturer Presentation

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SATABeast's innovative combination of technologies delivers unsurpassed performance, reliability and cost savings for primary and near-line storage, disk-to-disk backup, secondary storage and fixed content archive applications. An extreme density design -- 21 terabytes of storage capacity in just 4U of rack space -- provides a compact footprint and can scale to 210 cost-correct terabytes of capacity in a single rack. The SATABeast's unique design extends individual drive life and provides significant savings year over year, while its AutoMAID(TM) (Massive Array of Idle Disks) function allows SATABeast to place its disk drives to an idle state to conserve energy yet provide near-instantaneous access to data.

Nexsan's SATABeast is engineered to meet necessary enterprise-class availability requirements with the inclusion of fully redundant components that are individually online hot swappable, including drives, controllers and power supplies. This advanced design provides increased ROI by eliminating the need to replace an entire multi-drive blade should a single drive fail. Each RAID controller is configured with dual high-performance 2 Gigabit Fibre Channel SFP LC host ports powering the SATABeast to sustained reads speeds of over 700 MB/s. The advanced architecture of the SATABeast features an innovative horizontal midplane design that promotes superior airflow and alleviates insertion stress points. Triple intake fans along paired with two redundant 760-watt power supplies with tachometermonitored blowers provide maximum power and cooling. The system's Anti-Accumulative Rotational Vibration (ARV) design enables maximum performance and long-term reliability.

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### Manufacturer Presentation.

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- LANDesk Server Manager Software with Available IPMI 2.0 Mgmt. Module

The NetFRAME 1420 server offers the latest server technology at an affordable price. The NetFRAME 1420 features hotswap SATA II hard drives and DDR2 memory. It provides SMBs and government agencies a cost-effective solution in a 1U rack-mountable form factor. The system also features support for dual-core processor technology, which incorporates two processing units into a single processor chip. The NetFRAME 1420, powered by Supermicro, is designed to increase performance in the single-processor configuration, especially when running multiple applications.

This new server also features system improvements such as a dual Gigabit network interface, PCI Express technology, and LANDesk's Server Management Software. The dual Gigabit network interface enables high network bandwidth, while PCI Express technology increases performance with over 3.5 times more bandwidth than previous PCI slots. The NetFRAME 1420's LANDesk Server Management Software offers an easy-to-use interface to manage all of the clients within an IT environment from a single administrative console.



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### Affordable & Reliable **Enterprise-Quality Data Protection** For Small & Medium-Sized Businesses



Small and medium-sized businesses can now enjoy the same class of data protection as large enterprises, thanks to Accordance Systems' new ARAID $^{\mathsf{TM}}$ . Connected to either local PCs or a central server, the ARAID™ IDE and SATA controllers' RAID 1 capability has now been expanded to protect Registry files, open database files, and application files. ARAID attaches directly to your drive port or externally via your USB or Firewire.

Accordance Systems' ARAID is the first low-cost RAID system of its class, disk mirroring all computer files for disaster recovery and data backup.

The Accordance ARAID controller supports dual hard drives and mirrors data onto both drives. As data gets written to one disk, it is automatically copied to the second disk. If one disk fails, the data is protected on the other disk. To replace a failed hard drive, the user simply pulls out the removable ARAID hard drive tray, pulls out the bad disk, and replaces it with a new one. The ARAID automatically copies the data from the remaining good drive onto the newly inserted hard disk.

The ARAID is commonly used for backup by using three hard drives: one that stays in the ARAID controller and two that are rotated in and out. The removed hard disk is taken offsite to provide reliable and secure storage of valuable data against disaster scenarios. This is an effective replacement to using tape cartridge backup systems. Studies have shown that a third of all tape backups never finish correctly. Disk-based backups using the ARAID are less expensive, less labor intensive, and more reliable than tape-based backups.

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You can use the Saturn Cipher drive enclosure as an external hard drive, as a removable hard drive, or as a drive cartridge. The Saturn Cipher enclosure kit is designed almost identical to the regular Saturn enclosure kit. The only difference is the additional encryption key and electronics in the Saturn Cipher drive enclosure. As a result, Saturn Cipher has the same flexibility and convenience of the regular Saturn enclosure kit.

If you already have invested in the regular Saturn drive kit, you can add the Saturn Cipher solution by just purchasing the Saturn Cipher drive enclosure. The Saturn Cipher drive enclosure will mix in nicely with your existing Saturn drive cradle, share the same Saturn interface cables, power adapter and all other Saturn accessories.

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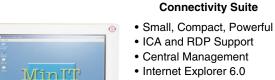
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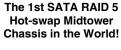
### Workstation www.Processor.com/Arbor2

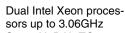


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### **Product** Releases

### DUVCIONI

### **HVAC**

■ MovinCool unveiled its CM12, a ceiling-mounted, spot-cooling air conditioner capable of providing 10,500 Btu/H. The device is ideal for crowded server or equipment rooms where maneuvering a portable spot cooler is often a difficult task. The CM12 has the following features: a built-in condensation pump, mounting brackets, both return and supply air flanges, and an automatic shut-off controlled from a common fire alarm control panel. The unit's evaporator has an operating range of 60 to 95 degrees F, and the condenser's operating range is 60 F to 113 F.

### COMMUNICATIONS

### Security

■ D-Link's new SecureSpot integrates a firewall, antivirus, intrusion detection, content filtering, pop-up blocker, and spyware protection into one system that connects between a broadband modem and a router or between a broadband connection and a PC. With content filtering, users can opt to block content in 34 different categories. A password override allows you access to any sites that are inadvertently blocked. Sophos Anti-Virus provides antivirus protection.

Definition updates occur automatically and users can scan any system connected to the network. An integrated spam blocker helps to filter incoming email without any changes to email programs (compatible with Microsoft Outlook/Outlook Express, Eudora, Netscape, Incredimail, AOL, Hotmail, MSN, and Yahoo!).

■ Microsoft is teaming up with Whale Communications to support a hybrid IPSec and SSL VPN appliance for large businesses. Called Whale Intelligent Application Gateway, the appliance will be based on Whale hardware and SSL VPN software in tandem with Microsoft ISA Server 2004's IPSec VPN, caching, Web proxy, and compression. The device sits behind corporate firewalls, where it can screen traffic at the application layer as it terminates incoming traffic protected by either SSL or IPSec tunnels. This gives businesses more flexibility in the access methods available to remote users.

### **Serial Networking**

■ A new data gateway from Advantech bridges the gap between legacy equipment and 802.11b WLANs. The \$375 ADAM-4570W connects to RS-232/422/485 ports and transmits data wirelessly at up to 230Kbps. It supports "advanced" but unspecified security measures, automatic

RS-485 data flow control, reconnection, and remote firmware downloads. The Win98/NT/2000/XP-compatible gateway also features a port mapping utility.

. . . . .

■ Belkin's new CableFree USB Hub is the first USB Hub that doesn't require a cable that connects to the computer. The UWB (Ultra Wideband)-enabled device takes advantage of Freescale Semiconductor's Ultra-Wideband technology. A 4-port version of the hub will be available in spring this year. The hub lets users move notebook computers without losing their connections to USB devices

### Video

Adder Technology announced the AdderLink AV Series of extenders. These extenders enable retailers, marketers, and government agencies to manage high-quality streamed multimedia over long distances. They use a single CATx cable to deliver high-quality video. Extenders at the top of this range feature an integrated 300MHz DeSkew technology to prevent color skewing. The AdderLink AV extenders are mainly used as a cost-effective way to install flat-panel displays in public locations and transmit display contents from a computer located in a safe place.

■ MOXA bills the VPort 3310 as an industrial video server. The system features DIN-rail mounting, 24VDC redundant power inputs, and IP30 protection. A VPort 3310-T offers protection against extreme temperatures (-40 to 75 degrees C). The VPort 3310 uses MPEG-4 video compression to provide the best quality while using a minimum of bandwidth. Multicast IGMP (Internet Group Management Protocol) further increases bandwidth efficiency, and video is streamed using RTSP (Real Time Streaming Protocol) standard. Various video resolutions are offered, but MOXA claims the system can process 30fps at 352 x 240. SNMP provides for easy remote administration, and support for PPPoE and xDSL connections means you can connect the VPort 3310 directly to a WAN. The system includes MOXA SoftDVR Lite IP Surveillance Software free.

### Wireless

■ Bluesocket released the BlueSecure Access Point 1500 family of wireless access points. Bluesocket teamed with RealNet Solutions to develop the two new WiFi Alliance Certified access points. The access points feature Virtual Access Point Technology for automatically assigning SSIDs and a unique VLAN designation to

Go to Page 18

# Stinging WLAN Interference

### **Berkeley Varitronics Upgrades Its Spectrum Analyzer Software**

by Chris A. MacKinnon

CONNECTING TO A LAN through a wireless radio connection is no sweat, until something interferes. To operate efficiently, wireless LANs constantly have to battle wireless interference-producing devices such as microwave ovens, access points, and cordless phones. Berkeley Varitronics Systems' BumbleBee software version 2.0 (software application for PocketPC) is likely to make any WLAN manager's maintenance job a bit easier.

BumbleBee 2.0 runs on Berkeley's Bumblebee WLAN handheld multiband, precisioncalibrated spectrum analyzer and can display, record, and log all WLAN data received by the analyzer. The new software, designed to operate on iPAQ PocketPC PDAs running Windows Pocket-PC 2003, allows complete control of the BumbleBee Wi-Fi spectrum analyzer. Data gathered from the WLAN through the spectrum analyzer can be played back and printed out and also saved on the iPAQ for later conversion. The handheld receiver can also measure the following four distinct wireless bands: 900MHz, 2.4GHz-2.5GHz, 5.15GHz-5.5GHz, and 5.5GHz-5.9GHz. Version 2.0 allows users to capture, display, and record each of these bands for network coverage, installation, and interference analysis.

Version 2.0 includes several new features, such as time marker functionality, a real-time histogram, and waveform identification presets. The new software also boasts persistence and spectrogram screens, interference ID assist, and a new PC data conversion utility. Features that users can expect from the previous version include three different

waveform traces, peak hold and search functionality, and packet and interference triggers. Version 2.0 also includes waveform snapshots in JPEG format. The iPAQ's familiar touch screen allows IT staff to tap on points of interest in the waveform and also zoom in for further analysis. The BumbleBee also features on-thefly switching of bands for real-time spectral analysis.

Anritsu and Rohde & Schwarz, two of Berkeley Varitronics' closest competitors, also make products in this space; however, the biggest difference is the price. The BumbleBee module sells for \$2,500, whereas the competitors sell with a base list price starting at \$7,000 to \$15,000. The BumbleBee software version 2.0 is free to all existing BumbleBee users. Berkeley also includes its Chameleon BumbleBee Edition PC data-conversion utility for filtering and export of collected radio frequency data. The utility features different filtering capabilities to facilitate the extraction of useful data needed for network analysis.



### **SNAPSHOT**

BumbleBee V2.0 software for the BumbleBee Spectrum Analyzer

Free for existing BumbleBee users

Software used on Windows-based iPAQ PocketPC PDAs that lets users display, record, and log all WLAN data received by the BumbleBee analyzer

www.bvsystems.com

### Case

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AIC unveils the world's first 1.5U rack-mountable server enclosure, the RMC15.

RMC15 is a revolutionary 1.5U design that can provide storage capacity of a 2U and superior cooling and expansions over 1U chassis. 0.5U less in size will enable 7 more systems per 42U rack compared to a 2U chassis.



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### **Product** Releases

Continued from Page 17 each virtual AP, which eliminates the need to configure the device and download firmware updates.

■ Two new wireless routers from **Linksys** utilize PoE (Power over Ethernet) to make them easier to mount and maintain. The WAP54GP is an indoor router, while the WAP54GPE is an outdoor router. By using PoE both routers negate the need to run power cables to remote locations that otherwise might be ideal for mounting a wireless access point (such as ceilings or outdoor patios). Instead, a single Ethernet cable provides all the power needed by the access point. (The other end of the router plugs into a PoE-enabled switch or router.) Both routers offer support for multiple SSIDs, so administrators can divide up network resources appropriately. Security features include WEP and WPA. Both routers also support MAC filtering to restrict access to approved

### **END NODES**

devices only.

### Storage

■ Addonics Technologies released a series of HDD enclosures it claims encrypt

and decrypt an entire hard drive in real time (including OS, swap and temp files, and boot sector) without diminishing system performance. The Saturn Cipher Enclosure kit encrypts SATA, IDE, and 2.5-inch IDE hard drives without requiring additional software. Available with either 64-bit or 128-bit DES/TDES encryption, Saturn Cipher enclosures are plug-andplay and use an encryption key to protect data. For large enterprises, Addonics offers an optional Saturn Cipher key duplicating system. The kits will be available through Addonics' online store, resellers, major catalog companies, VARs, and distributors.

■ Western Digital released the latest in its 10,000rpm Raptor hard drive series: the 150GB, 10,000rpm Western Digital Raptor SATA WD1500ADFD. The drive includes RAFF (Rotary Accelerometer Feed Forward) technology, which protects the drive from rotational vibration. It also offers I/O with NCQ (native command queuing). The drive sports a 16MB cache and an average seek time of 4.6ms and has a 1.2 million hour MTBF (mean time between failure) rating. WD backs up its drive with a five-year warranty. The WD1500ADFD is available for \$299.99.

### SOFTWARE

### **Application & Web Development**

■ Sun Microsystems announced NetBeans Profiler Milestone 11, the latest release of its Java application profiler and an add-on to the upcoming open-source NetBeans IDE release 5. Application profilers are crucial to building reliable, scalable applications as they provide information about the run-time behavior of applications. The new version of the NetBeans Profiler is designed to help optimize the Java application development process by providing tighter run-time monitoring of CPU, memory, and threads, in addition to new early access support for the Mac OS X.

### **Database & Data Mining**

■ ProClarity announced ProClarity 6.1, the latest version of ProClarity Analytics 6. ProClarity 6.1 provides an interface that enables organizations to harness the enhanced BI features in Microsoft SQL Server 2005, including Analysis Services, Reporting Services, and Notification Services.

### Messaging & Groupware

■ Akonix Systems introduced Akonix L7 Enterprise 4.3, an IM security gateway with

tools for archiving, managing, and storing IM exchanges. The latest version includes LDAP synchronization, which lets users create directory groups, each of which will sync at its own specified interval. This means vital groups can be synchronized more often than less important groups. Akonix Systems has also added Microsoft LCS clustering and failover support, which lets an L7 Enterprise server support a Microsoft LCS Pool. Akonix L7 Enterprise 4.3 now supports Google Talk and includes automatic database purging. L7 Enterprise 4.3 is designed for optional integration with MOM 2005.

■ Sherpa Software announced the latest release of Archive Attender for Exchange 1.1, the company's automated email archiving tool. Attender moves critical data out of information stored in Exchange and into a secure external device. The new Archive Attender lets administrators automatically archive PST files outside of the Personal Folders offered in Outlook and place these files in a location where administrators can automatically search PST content and archive messages by size and the age of the message. In addition, the Archive Attender for Exchange v1.1 also offers enhanced search and recovery capabilities.

Go to Page 19

# Email Management, Archiving

### **Updated Email Manager Module Lends A Hand With Compliance**

by Joseph Pasquini

As TECHNOLOGY professionals and end users alike can attest, electronic messaging is the indisputable lifeblood of today's corporate communications infrastructure. Along with its powerful influence in the workplace, email also imposes both regulatory and legal anxieties upon its consumers. Specifically designed for

use with the DocFinity EDMS (electronic document management system), the newly redesigned and enhanced DocFinity Email Manager module from OIT (Optical Image Technology) is intended to help address corporate compliance and litigious concerns.

"OIT recognizes that email is an important medium for communication within an organization and consequently we have improved our Email Manager product to provide a flexible way to keep record of these emails," says Jeff Moroski, system architect at OIT.

Written in Java, this latest version of the Email Manager module is platform-independent. An existing installation of DocFinity Core is required. A single instance of the Email Manager component can monitor multiple email addresses on multiple mail servers and additionally apply unique indexing for each address. POP3 and IMAP

protocols, along with their secure versions, are supported. Email attachments can be captured and stored, as well as later retrieved.

Email Manager stores important messages within the DocFinity repository. Once stored, users can then locate the archived emails using newly enhanced indexing criteria. "The product is designed to import email into the DocFinity document management system, dynamically building indexing information from the emails' contents," Moroski says.

Along with traditional search fields such as Sender, Date, and Time, Email Manager allows for both standard and custom indexing, leveraging the information found in message headers. The

### **SNAPSHOT**

### **DocFinity Email Manager**

\$5,000 for the module; DocFinity Core is a prerequisite

Updated version of email archive module expands capabilities of DocFinity Core document management solution

www.Processor.com/DocFinity2

system administrator configures the indexing criteria in advance, so emails are automatically indexed behind the scenes. The new Email Manager lets administrators set up rules regarding what emails are stored and indexed. As a result, system storage space is conserved because of the rejection of spam and other messages deemed unimportant. With this new version of Email Manager, administrators can also create both authorization and rejection lists for emails.

Other solution providers are also vying for the email management market segment. Microview's Exchange Archive Link For Alchemy is designed to leverage both Microsoft Exchange Server and the company's own Alchemy 8.0 document management suite. AfterMail and Hummingbird Enterprise are both able to integrate with GroupWise and Exchange. However, in a manner similar to other electronic document management system providers such as Liberty IMS with its Liberty-NET Email Manager, OIT's Doc-Finity Email Manager integrates exclusively with its own branded EDMS offering.

### **Service Desk**

www.Processor.com/NameScape2

### Are you tied up resetting network passwords?

Let end users change expired and locked-out accounts with **myPassword** - the self-service password management Web site for Microsoft Active Directory.

**myPassword** is a secure way to eliminate password reset calls to your Help Desk.

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### **Product** Releases

Continued from Page 18

### **Network & Systems Management**

**■ Courion** introduced version 7.30 of its Enterprise Provisioning Suite, which is designed to improve productivity, protect intellectual property, and make better use of the existing IT infrastructure. The Enterprise Provisioning Suite lets administrators manage password reset and synchronization, user profiles, and digital certificate registration, among other things. The new version improves connection speeds and streamlines authentication for all users. Other improvements include a Resource Claiming function, request/approval templates, and easier registration of Enterprise Single Sign-On credentials.

■ Faronics has released Deep Freeze Mac 2.0, which now includes ARD integration. This software makes all changes to a Mac temporary for the current session. This makes it easy to restore the computer to its earlier state, even after a user has installed new programs, uninstalled software, renamed files, deleted files, or altered system

or application preferences. Deep Freeze Mac 2.0 can even freeze the state of the root account. Deep Freeze Mac is compatible with both OS X 10.3 Panther and OS X 10.4 Tiger.

### Security

■ DeviceLock 5.73 is the latest endpoint security software from Ecora. It addresses the problem of unauthorized USB memory drive access to business networks by maintaining a whitelist of approved devices assigned to individual users or groups. The software also manages access control for FireWire, Bluetooth, Wi-Fi, CD/DVD, and floppy drives. Furthermore, it supplies reports suitable for regulatory auditing.

■ Fortify Security Tester is a new plug-in for Microsoft Visual Studio 2005 Team System. It simulates hacker attacks to help developers harden software before it ships as part of a white box security testing regimen. The plug-in is fully integrated with Microsoft's platform, the company says. It offers report generation, the ability to save and reuse tests, and source code analysis in addition to dynamic testing capabilities. Licensing is \$499 per year.

■ Foundry Networks introduced a new version of INM (IronView Network Manager), which provides Snort intrusionprevention and detection, as well as sFlow network monitoring. Snort is an opensource application that monitors network traffic, checking for malicious payloads or suspicious code or traffic patterns. Snort has a database of over 4,900 attack profiles.

### Storage

INM processes sFlow packets and sends

them to Snort for analysis.

■ DataCore Software announced the SANmelody 2.0 storage networking software platform, designed for iSCSI users working with Microsoft, Linux, Solaris, AIX, Netware, VMware, Mac OS, and Unix systems. The new version of SANmelody can consolidate and centralize storage management, ease backup and disaster recovery tasks, simplify Windows data migration, and let administrators expand capacity whenever the need arises. Designed for small to mediumsized businesses and branch offices, SANmelody 2.0 is available starting at less than \$1,000.

### **SERVICES**

### **Training**

■ American Power Conversion launched a new educational program for professionals who deal with data centers and server rooms. The classroom and Webbased courses include six advanced courses (covering designing, building, and operating data centers), as well as 14 foundational courses. The Fundamentals Of series includes Cooling, Power, and Physical Security, among others. The courses do not promote APC products and are vendor neutral, and data center executives helped develop the courses. Online courses are available on demand and generally require less than an hour. APC is offering courses free until March 31, 2006, at which point individual courses will be available for \$79.

### Manage The Security Of Security Data

### **SenSage Security Compliance Bundle Integrates Scalable Analytics & Secure Retention**

by Paul Ferrill . . .

TODAY'S REGULATORY ENVIRONMENT has compounded the job many corporate security officials are called on to perform. Data retention requirements affect the volume of data needing to be archived and communications that must be monitored for compliance purposes. Manually wading through the data in an attempt to verify compliance is virtually impossible.

Most corporate security officials are reluctant to discuss their operations and methods for obvious reasons. Many are using automated tools to assist them in their efforts to protect corporate interests and investigate security incidents. SenSage is one company offering a product to help address this important corporate concern.

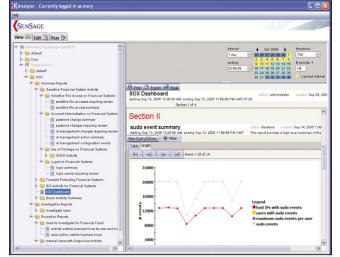
The SenSage Security Compliance Bundle combines hardware and software from SenSage, along with the EMC Centera CAS (content addressed storage) system. It also includes a package composed of predefined rules and reports fitted to guidelines for financial services and reporting, healthcare, and government applications.

One SenSage customer is a Fortune 500 automation manufacturing company. According to its global security and controls officer, it hopes to use the product to improve the company's security control and auditing of legacy mainframe, client/server, and open systems.

Scott Gordon, vice president of marketing for SenSage, says, "We see this product addressing three specific needs. First is regulatory compliance. Sarbanes-Oxley and HIPAA have added a tremendous strain on already overworked security professionals. This tool will help to automate the process of monitoring regulated information such as email for retention compliance."

"Secondly, there is the internal threat. These types of security incidents are typically detected in the three- to 18month time period after they start. That means you need access to up to 18 months or more of data to track and analyze the activity. The third area is the sophisticated attack that utilizes a low and slow approach to attempt to avoid detection," says Gordon.

Teaming with EMC was a natural outgrowth of the need to analyze large amounts of data. EMC's Centera product provides the large storage capacity along with the access speed to make the product work. SenSage uses a clustered back-end processing approach to deliver a linearly scalable



### **SNAPSHOT**

### SenSage Security Compliance Bundle

Starting at less than \$200,000

Security data analytics and storage solution that provides appliance-like deployment ease with data center-class capabilities

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hardware solution. The software processes audit log data in real time or as a batch process to address both a proactive and analysis approach.

The SenSage Compliance Bundle is available in three scalable configurations starting under \$200,000 to address the needs of medium-sized to large enterprises.

Competing products include ArcSight's Enterprise Security Manager, as well as newly integrated security solutions from Network Intelligence, NetApp, and Decru, which have partnered to offer customers an integrated, secure storage environment capable of capturing and managing sensitive data.

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### Upgrade Identity Management & Access

### Beta Systems' SAM Jupiter Version 4 Makes It Easy **To Implement & Maintain Identity Management Solutions**

by Frederick Nevin

WHEN IT COMES TO identity management and system access, a solution that is easy to implement and maintain is a welcome relief for IT managers who already spend many sleepless nights trying to meet employer mandates for tighter system control.

With these issues in mind, Beta Systems Software AG recently announced a new version of its SAM Jupiter identity and access management products. Version 4 has a pure Java business server, offering production environments to run on Unix, Windows, or z/OS platforms.

"The product is steps above what you might normally expect to find," says Frank Pasko, director of services for Beta Systems North America. It lets a company establish rules for access control and enforce access across platforms, he says. If a change is made in access policy, the product will recognize it and determine if it matches up with the policy in place. If not, the product can notify the administrator and/or deny access, says Pasko.

Designed for medium-sized and large users, Pasko says the product lets a company stop unauthorized personnel from accessing the system. "When people leave a company or are asked to leave, their access to key elements of an operating system are still there,"

The GUI and use of XML files makes it easier to configure the system.

says Pasko. With version 4, however, "we are able to work hand-and-glove with the HR interface to suspend access initially and then after that, delete all references." Other attributes of version 4 include easier customization features and an extended GUI for managing system utilities. The GUI and use of XML files makes it easier to configure the system. In most cases it is not necessary to script or use other programs to integrate the solution. This reduces the time required to integrate version 4 with the identity management infrastructure.

While Beta Systems considers itself a leader in its field, the company does have a number of competitors, including products

from IBM and CA. IBM offers the Tivoli Identity Manager that provides an automated and policybased user management solution. It helps management set up new accounts and passwords from creation to termination and provides identity controls. CA offers the Identity Manager that automates the management of user identities to manage risk, enhance regulatory compliance, and reduce administrative costs. The product is part of the company's eTrust Identity and Access Management Suite, which provides Web access control. CA's Identity Manager ensures that user identities and access rights comply with policies and also provides for periodic recertification of user entitlements. Also, the product lets management define security policies and automate enforcement.

### SNAPSHOT

### Beta Systems SAM Jupiter version 4

Lets a company implement rules for access control and enforce access policies across platforms

www.betasystems.com

### Track, Identify & Comply

### **Cybertrust's Managed Security Services Protects Your Network & Improves Reporting**

by Robyn Weisman

THE MSS (managed security services) space is crowded, to say the least. "You've got your big outsourcers like IBM, EDS, and CSC; then your large telcos like MCI, NTT DoCoMo, and BT; and then your security services conglomerates like VeriSign and Cybertrust," says Laura Koetzle, vice president and research director of Internet security at Forrester Research.

Despite all this competition, Koetzle says she really likes Cybertrust's rendering of its MSS for all sizes of organizations, although she concedes that it might be on the expensive side for smaller entities.

"[Cybertrust's MSS] tells you the six things you need to do and then checks to see if you've done what you've said you're going to do. It's like having a mom, which is mostly a good thing because in this instance you need the nagging," Koetzle says.

Bart Vansevenant, Cybertrust director of product management, says that Cybertrust's service addresses three domains in the managed security space: track management, in which the service monitors all the comings and goings within a network; identity management, in which the service keeps tabs on the identities of those accessing the network; and compliance management, in which the service makes sure that the network follows protocol for given regulations, such as HIPAA or Sarbanes-Oxley, that the organization must adhere to.

Although most of Cybertrust's enhancements are intangible and behind the scenes, perhaps the most pertinent improvement in the latest version of its MSS is its improved dashboard, which provides users with a real-time view of an organization's managed security infrastructure.

"You can figure out anything—problems with memory, whether something is down, as well as any security threats through graphics and icons," says Vansevenant. "Not only can you see what the status [of your devices] is right now, we can show you historical views over the last 30 days and viable security threats over time through reporting, businesscentered metrics, and through analysis and communication."

Cybertrust's MSS operates on a combination of pushand-pull mechanisms. Proactive incidence reports sent via secure email serve as a push mechanism, while the MSS dashboard assists clients in understanding the state of their system as a pull mechanism. Depending on the servicelevel agreement, its MSS will offer different recommendations or will take action on given situations. Cybertrust says most client subscriptions last from two to three years (they



SNAPSHOT

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ask for a one-year commitment) and can be one of three tiers: standard, premium, and platinum. For more details on subscription packages, what each tier offers, and rates, contact Cybertrust.

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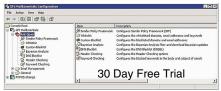


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financial penalties and may even have their acceptance privileges revoked. AirMagnet already delivers compliance reports for Sarbanes-Oxley (SOX), Health Insurance Portability and Accountability Act (HIPAA), Gramm-Leach-Bliley (GLBA) and the DOD8100.2 directive.

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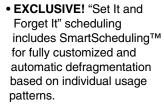
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### Manufacturer Presentation .

Software - Security Advertisement

### **Beta Systems' Identity Management Suite**

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Passwords seem like a great way to secure your applications. But most users have to log in to several password-protected applications and Web sites every day, and they often have trouble. In fact, Gartner says about one-third of all calls to Help Desks concern passwords, and that is expensive. Forrester Research and other research organizations agree that it costs at least \$38 to reset a single password. And all those calls cause enormous wear and tear on your overworked support staff. A solution is needed to save time, money and frustration all around and get your passwords working for you again. You need a comprehensive Single Sign-On solution that can scale up to thousands of workstations and still work transparently when your users are on the road. You need a true SSO solution that will pay for itself within a year.

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### **OPINIONS**

UPTIME

### **Home Backup**

Over the holidays I was trying to fix a problem on my daughter's PC, and I inadvertently deleted almost 3,000 of her digital photos. Fortunately, I had previously set up a simple automated backup solution and was able to restore almost all of her photos. This got me to thinking about the extent to which home users are accumulating valuable data on their PCs with little to no thought about backup. I even know a lot of IT pros who don't regularly back up their home PCs.

Most families have boxes of old photos passed down from parents and grandparents that comprise the visual record of their family history. Are today's parents going to be able to pass their photos down to their children and grandchildren? Many won't if they don't take steps to ensure consistent and reliable backup of their home PCs. As an IT professional, you should be advising your users (and family members) on how to set up a simple, reliable, and costeffective backup solution for their home PCs.

### Removable Media

Up until the early '90s, tape technology was a good choice for home backup. There was a variety of reasonably priced tape drives

that could be installed in a drive bay in your PC, and the vendor usually bundled some easy-to-use software for automating backup. Unfortunately, tape technology has not kept pace with the tremendous growth of hard drive capacity. In today's world users typically have 200GB-plus disk drives, and there simply isn't an affordable tape backup solution that can handle that capacity. The growth in disk capacity and usage has also made CD-Rs and CD-RWs useless as a backup medium. While they can still be used for making copies of limited data sets, they just don't have the capacity to back up the quantity of data users now have on their computers.

With the increase in the use of digital music and the growth in the size of digital pictures, the 650MB capacity of a CD is just not very useful. Even writeable DVDs don't have enough capacity to fully solve the home backup problem. While they are very useful for backing up subsets of your data, they lack the

capacity to handle automated, unattended backup. With very few exceptions, users don't have the time or discipline to consistently perform manual backups. That relegates removable media to a sup-

disk drives with 200 to 500MB of capacity. For the truly cost conscious, you can also purchase external disk drive enclosures that allow you to put in your own hard drive. With the routine price

### DANNY CECIL



HP and WildTangent. For the past few years, Cecil has managed data center operations and information technology for several Seattle companies. He is currently the vice president of operations for WildTangent, an online game publishing company in Redmond, Wash.

porting role in home backup, and some other technology must be used as the centerpiece solution.

### **External Hard Drives**

The amazing phenomenon of increasing disk drive capacity and lower disk drive cost is both the problem and the solution. External hard drives are now the best technology for home PC backup. Several vendors now sell low-cost USB 2.0 and FireWire external

promotions on disk drives that run at places like Fry's, this means you can probably put together a 200GB capacity backup solution for less than \$100.

### Network Attached Storage

NAS systems have been popular with business users for some time, but they were far too expensive for home users to consider. However, in the past year or so, we've begun to see NAS devices released for use in the home. These systems are still more expensive to buy and more complicated to set up than regular external hard drives, but not by much. If you only have one PC at home, then there is no real benefit to using a NAS device instead of

an external hard drive. However, if you have multiple PCs, then a low-cost NAS device is probably the simplest and least expensive way to set up automated backup for all of your data. These devices are usually bundled with software for automating backup, and they provide a robust and simple file sharing solution, as well.

### **Automating Backup**

Once you've installed an external hard drive or NAS, you need to decide what to back up and how often. The simplest solution is to put all of your valuable data on each PC into the My Documents folder and then set up all of those folders to be backed up automatically every night. This should do for most data, but for the data that you consider to be truly irreplaceable, you need to consider some type of offsite storage. If you don't and your house burns down, you'll lose all of the data on your computer, as well as your backups.

This is where writeable DVDs are really useful. Approximately once per quarter, you should burn your most valuable data to DVD and store it somewhere other than your home. (I keep mine at work.) Your grandkids will someday thank you for being so diligent about saving your priceless family photos!

Send your comments to danny@processor.com

I even know a lot of IT pros who don't regularly back up their home PCs.

### Manufacturer Presentation **\_**

Software - Network & Systems Mgmt. Advertisement

### NetQoS Enhances Network Performance Management Suite

The NetQoS Performance Center provides global visibility, via a single Web console, into all three key metrics necessary to quantify network infrastructure performance: end-to-end response time, traffic flows and device performance. Its modules include SuperAgent for measuring application performance over the

network, ReporterAnalyzer for analyzing traffic flows, and NetVoyant for monitoring the infrastructure. The Performance Center's customizable, role-specific views help engineering, operations, and management staff do their jobs more effectively. The NetQoS Performance Center v1.1 now incorporates the full functionality of the NetVoyant® device performance monitoring product NetQoS acquired in April 2005 from RedPoint Network Systems. With the NetVoyant polling product, the Performance Center now



provides SNMP-based performance metrics for managing network infrastructure, devices, and services.

"Instead of cobbling together tools from different vendors and hoping they will work together to provide some actionable data, customers can get all their performance information integrated in one portal with the NetQoS Performance Center," says Joel Trammell, NetQoS CEO. "NetQoS products were built from day one to scale to the largest networks and provide the data needed to improve enterprise network performance rather than simply focusing on availability. The combined power of our products in the Performance Center provides a faster, more reliable way to improve the delivery of networked applications."

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TimeData makes it possible to avoid costly downtime and leverage your data assets by automatically capturing all changes to data in real time and maintaining an efficient repository of "time-dimensioned" data. Viewing and retrieving data from the TimeData repository is simple and fast, so your Recovery Time Objectives can be minutes, not hours.

TimeData simplifies operations and makes IT more cost-effective and efficient by taking away the drudgery, complexity, and uncertainly associated with traditional data protection. It integrates seamlessly into your standard server, storage, and network environments and leverages existing tape backup infrastructure for long-term and offsite archival

TimeData ensures business continuity by making up-to-date and historical data readily available at a remote site over standard wide area networks.

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### **OPINIONS**

### **Microsoft CRM 3.0:** Déjà Vu All Over Again

At least I won the door prize: a stainless travel thermos in a very tasteful faux-leather satchel. The embossed "Microsoft CRM 3.0" logo is barely noticeable. The rest of the product launch left me uninspired and gave me a strange sense of déjà vu. Siebel had shown me the same thing back in 1999.

The only new things in CRM seem to be the facility hosting the product launch (down-market) and the audience (similarly downmarket). Down-market isn't a bad thing for the CRM space. Microsoft's CRM product may not offer anything new in the way of functionality, but its deep integration with the Microsoft enterprise stack stakes out new CRM territory.

### CRM In A Nutshell

Before getting into the nittygritty of Microsoft's CRM approach, I need to lay out the basic components of any CRM system. Siebel introduced this template in the late 1990s. Everyone else is a fast follower:

1. Contacts. CRM systems maintain address and contact information for clients, leads, and prospects. ERP systems typically maintain contact information for entities that have a formal relationship with organizations such as clients and suppliers.

- 2. Pipeline. Many CRM systems started out in the world of SFA (sales force automation). Many organizations aspired to have their sales reps constantly update the status of their engagements in the CRM system. Unfortunately, sales reps seemed to universally revile constantly updating account information. The new CRM hasn't changed from the old SFA.
- 3. Promotions. One of the business-case drivers for CRM software is promotion campaigns. CRM tools enable reps to identify the ways prospects were identified and which promotions were effective in attracting leads that converted to customers.
- 4. Service. A relationship must be built between an organization and customers. CRM software enables sales and marketing professionals to profile customers by profitability and to assign different service levels to them. When a customer contacts the organization with a service request, reps can address these concerns based on a priority queue. Service components also

manage the service workflow and escalate service requests that remain unaddressed.

Basically, CRM systems consist of a contact management and service ticket sandwich with some SFA/promotions special sauce.

Watching CRM product demos leaves many viewers with the 1. Outlook. CRM 3.0 has two main interfaces: Outlook and a Web-based thin client. Certain functions are completed through the Outlook client, while other functions default to SharePoint Services thin-client functionality.

2. SharePoint Services. The reporting features of CRM

CRM 3.0 unabashedly depends on the other components of Microsoft technology. With this new release, Microsoft is driving clients onto an end-to-end .NET architecture and forcing organizations to adopt Microsoft infrastructure. Siebel sold a platform-agnostic CRM solution; Microsoft's CRM solution is the platform.

### The Shine Is On The User

What impressed me most about the product launch didn't come from partner testimonials or scripted demos. The three people seated behind me were fawning about the new features and functions. Apparently they haven't been attending CRM product launches. It turns out that they were already Microsoft CRM clients and were struggling with the limitations of the 1.2 release.

As I watched the demo, I could hear the excited whispers behind me: "Paul, think of how much easier it would be to generate your reports!" "Mary, your promotions will be so easy to administer!" "Peter, you'll be able to manage your pipeline from within Outlook!"

The remonstrations of the fourth amigo-the IT managerfell on deaf ears: "But we don't have Windows 2003. . . . " I get the feeling that they soon will.

Send your comments to

### GEORGE GOODALL

George Goodall has been in the information technology field for over 10 years. Prior to becoming a research analyst, Goodall was a consultant with the enterprise software company i2 Technologies. Since joining Info-Tech, Goodall has written on a variety of IT topics, including Internet telephony, NAS, and enterprise applications.



same reaction: "But it's just a database front-end! I could build that thing myself." Microsoft has a very simple response: "For the cost, why would you want to?"

### Microsoft's Take On CRM

Looking back to 1999, Siebel's CRM solution was all about Siebel: It would run on any database or app server one wanted to throw at it. Microsoft CRM 3.0 is about MS SQL Server, Share-Point Services, Outlook, and MS Office. It acts as a kind of contact cement that holds these disparate apps together.

3.0 are driven through Share-Point Services, a component of Windows Server 2003.

- 3. MS SQL Server. More than anything else, CRM 3.0 is a collection of preformatted SQL Server tables and a means of getting data into and out of those tables.
- 4. MS Office. CRM 3.0 is integrated with Microsoft Office. In practical terms, this means that mail merges can be generated directly from either Word or CRM 3.0 and that data can be analyzed directly with Excel pivot tables.

infotech@processor.com

### Manufacturer Presentation . Software - Security Advertisement

### **Ecutel Systems Launches New Endpoint Automated Security Initiative (EASi)**

EASi (Endpoint Automated Security Initiative) allows Network Administrators to establish, manage and enforce policies for endpoint security, access control and device management to ensure that mobile computing devices are protected and that network access policies are carried out prior to granting a user access to the corporate network. EASi helps establish security policies and then interrogates the mobile device to enforce compliance to those policies before allowing the device to connect to the enterprise infrastructure. EASi goes beyond simply testing devices for policy compliance by providing an ability to automatically take actions to remediate non-conforming devices, bringing them into policy adherance in real time. This enforces network security at the point of access and enables users to safely attach to thier resources and remain securely connected and productive.

Some access control and endpoint security policy products can detect potential threats but will generally only quarantine a user's vulnerable device so it can not access the network. This approach denies the mobile worker access to their critical information resources," explained Tom Matthews, CEO, Ecutel. "EASi goes beyond policy enforcement by providing an ability to automatically take actions to remediate devices bringing them into policy compliance in real time, thus enabling users to attach to their resources and remain securely connected and productive."

### EASi features include:

- Endpoint Security Policy Management and Enforcement
- Network Access Control Policy Enforcement
- Automatic Remediation
- Remote Software Updates and Patch Management
- Device Management and Troubleshooting

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### Manufacturer Presentation **\_**

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### **Optical Image Technology Email Manager**

The new version of Optical Image Technology's Email Manager includes several major enhancements that give it much more functionality and more configuration options for administrators than its predecessor.

The program is a powerful email archive system that allows an organization to store important emails in the fully secure DocFinity repository and locate them using one of the many retrieval options available. In the newest release, the program's ability to index emails is not limited to the traditional fields such as date, time, and sender. Any of the email's header information, both custom and standard, can also be used for indexing, allowing users more ways to store and retrieve emails. This enhancement provides more functionality, enabling emails to be associated with other documents based on their content. The system administrator sets the indexing criteria in advance, so emails are automatically indexed behind the scenes.

Additionally, the new Email Manager allows administrators to set up rules regarding which emails are stored and indexed. This enables the system to conserve storage space by rejecting spam and other messages of little or no importance. New features enable the administrator to set up whitelists and blacklists to authorize or reject all emails matching those on the list.

The new Email Manager is written in Java, allowing it to operate on any platform. A single installation of Email Manager can monitor multiple email addresses on multiple mail servers and apply unique indexing for each address. It works with POP3 and IMAP email servers and their secure versions.



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AdventNet Provides Free Edition of Industry-Leading Web NMS framework for Development of EMS / NMS Applications

Web NMS Express Edition is a free-for-development version of the industry-leading EMS/NMS framework. Technical support and runtime deployment licenses can be purchased when required. The Express Edition supports FCPS functionality and comes bundled with the Struts-based Web client. The Struts framework enables quicker development and deployment of Element/ Network Management Applications (EMS/NMS). With this initiative, AdventNet has made its Web NMS technology more economical for EMS/NMS development.

Over 350 development teams across the globe have evaluated and selected AdventNet Web NMS as the basis for their custom OEM software development for Element / Network Management Applications (EMS/NMS). With worldwide adoption of Web NMS in the OEM and service provider space, the new Express Edition will serve clients looking for a quicker development of an SNMP/CLI - based management solution with FCPS functionalities.

"The Express Edition helps customers reduce their upfront development cost and only pay when they deploy their applications, unless they require technical support during the development phase. This is a good option for customers considering in-house development," said Prabhu R., Product Manager for Web NMS, AdventNet.

AdventNet provides affordable software in the areas of network applications and database tools. With a broad product portfolio and an active customer base including enterprises, equipment vendors and service providers, AdventNet has emerged as a very affordable and high-quality alternative to expensive software that is common in the industry. AdventNet is headquartered in Pleasanton, CA with offices in NJ, NH, India, UK, China and Japan. It has a well-trained partner base around the globe and thousands of customers worldwide.

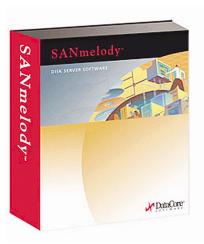
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### **Powerful IP SAN Software at Affordable Prices**

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SANmelody™ software converts PC servers into cost-effective expansion disk servers. Their added capacity appears as additional internal drives to disk-starved servers on LANs or SANs. This simple solution eliminates the need to commission extra application servers when the existing systems have no more room to add disks. Advanced options include point-in-time snapshots, auto failover across redundant disk servers, auto provisioning of disk space and long-distance asynchronous replication over IP WANs. These functions are host-independent and operate without occupying resources on the application servers.

To enhance application security and availability, SANmelody-equipped disk servers can maintain up-to-date copies (mirror images) of critical data currently housed on internal disk drives.

SANmelody accelerates performance through built-in caching that minimizes delays from slower mechanical drives. The software equitably distributes the available disk space to multiple applications spread across several machines by carving out smaller logical disks from larger physical disks. Ethernet iSCSI host connections and Fibre Channel high-bandwidth ports are supported. Like other powerful Windowsbased software, SANmelody runs on a wide choice of hardware platforms and disk drives. Windows, Linux, Unix, NetWare and MacOS applications may concurrently take advantage of the added gigabytes or terabytes of external disk space.

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### 10Gbps Network Anomaly Detection

StealthWatch Xe for sFlow®

StealthWatch Xe for sFlow analyzes sFlow records to extend internal security without deploying costly sensors or inline devices throughout enterprise networks, thereby dramatically reducing cost and complexity of deployment and significantly increasing scalability.

Enterprises with switches and routers that support sFlow as a standard feature can simply "turn on" sFlow and direct it toward the StealthWatch Xe appliance, which baselines network traffic to detect and prevent network anomalies. Through its patent-pending Custom Response™ feature, a remediation script capability that commands routers and switches to block malicious traffic at the network edge, the StealthWatch System extends flexible mitigation across the enterprise to enable "Infrastructure IPS" to provide unprecedented levels for controlling network behavior. The resulting combination of rich visualization and advanced behavioral detection functionality in the StealthWatch System enables organizations to more quickly defeat zero-day attacks, worms, policy violations, network misuse and other anomalies.

Overcoming obstacles, such as physical proximity requirements and limited span ports, staff or budget, StealthWatch System 5.1 delivers the following key benefits for enterprises:

- Continuous, cost-effective network monitoring & coverage with sFlow data
- Contextual security awareness and network visibility across the enterprise
- Effective mitigation via "Infrastructure IPS," which leverages existing network infrastructure
- Scalable to 10+ Gbps networks to provide unprecedented protection
- Mixed deployment for greatest flexibility and breadth of coverage

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Software - Messaging & Groupware Advertisement

### **Contact Synchronization** For Desktops, **Laptops & Mobile Devices**

Advantage International's Add2Outlook for Contacts™ is a synchronization solution perfectly suited for end users.

The program works as an Outlook client-side add-in, providing users with two-way replication of contact folder entries and four-way synchronization of edits and deletions.

### For Desktops

Add2Outlook for Contacts synchronizes between three types of folders: public, private and PST. For Outlook users connected to the LAN, Add2Outlook for Contacts will create a system of auto-synchronized private and public rolodexes for more efficient contact management at the workplace. Add2Outlook provides individuals, team/group members and even entire departments the opportunity to access accurate contact information. By synchronizing contact folders, users and managers can prevent accidental or malicious deletion of valuable leads or client contact information.

### For Laptops & Mobile Devices

For mobility, Add2Outlook for Contacts lets users view their private and public contact folders on their handhelds and other mobile devices. When installed, the user first establishes a public-to-private folder relationship. By doing so, any new contact entry made in the public folder, which is usually a company-wide address list, will automatically replicate down to the user's private folder or mailbox, ready to be synchronized to Outlook on the user's Blackberry, Treo, iPAQ, Pocket PC, etc.



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Acronis Disk Director Server 10.0 provides you with powerful partition and hard disk

management utilities to ensure your servers are running efficiently. The product builds upon the award-winning technologies from Acronis to manage partitions and edit hard disk drives.

### Key Features:

- Command-line interface create scripts for application tasks
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- Data destruction wipe out all data from a deleted partition and from unallocated space
- Hard disk editor perform advanced editing, such as restoring boot records and hexadecimal editing
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MetaSolv Inventory Management helps you accurately manage all the resources required to deliver communications services, allowing you to identify availability, location, and capacity of your network assets. MetaSolv Inventory Management enables you to keep your inventory "evergreen"-continually refreshed with near real-time visibility into any discrepancies between the actual network and the inventory database. In addition to helping you serve your customers better, this functionality also facilitates your compliance with financial reporting requirements like Sarbanes-Oxlev.

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information, enabling simplified management and reduced costs of the underlying IT infrastructure. ITVerify is a complete product suite developed for change detection, performance analysis and improvement, configuration control and asset tracking, and consolidation analysis. Its telemetry engine collects data from any heterogeneous source within the infrastructure and creates a data warehouse that verifies all components within a client enterprise. ITVerify also provides the governance required to meet many of today's regulatory requirements. It allows managers to make precise, informed decisions that simplify complexity, reduce costs and enable the alignment of the infrastructure with its business goals.



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ACP's ThinManager (Thin Client Mgmt, Software) lets you configure, maintain, upgrade and replace thin clients quickly and efficiently. Its intuitive interface provides at-a-glance management of all connected ACP Enabled Thin Clients. ThinManager is also a client enabling technology, so each connected client has the same software, assuring uniformity of operation across a variety of thin client models.



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### Malicious File Detection Strategies

### There's No Single Answer, But There Are Ways To Stay Safe

by Bill Hayes

THERE ARE A NUMBER of antispyware programs on the market, but no product can reliably eliminate all spyware threats. In the same vein, there are a number of antivirus products on the market, but none can reliably eliminate all virus threats. Until there's a greater emphasis from antispyware and antivirus product manufacturers to work together on combined programs, enterprises are left using a combination of tools and techniques.

The proof? Security firm iDefense conducted basic spyware detection tests in May 2005 with two freeware/shareware antispyware programs against 13 commercial antivirus programs. The tested antispyware applications detected all or nearly all of the spyware samples, while the antivirus programs detected between 0% and 61% of the spyware samples, according to iDefense's Ken Dunham.

Dunham credits this disparity in part to the lower priority antivirus firms have placed on quickly adding spyware and adware signatures. He notes that for the most part, the dangerous malware signatures are quickly generated, while adware and Trojan horse signatures are added later.

F-Secure's CTO Mikko Hypponen is more blunt. "There's another financial factor: Many companies are reluctant to add such a big feature for free to their existing antivirus products," he notes. "They'd rather sell separate antispyware products for extra money."

So it's of little surprise antivirus companies offer products that aren't up to detecting spyware. But the offerings of the antispyware companies aren't up to par either.

Chris Harget, product marketing manager for Internet content management vendor BlueCoat, says, "BlueCoat does not recommend any particular spyware cleaner because none of them meets our standards. 72% of IT

professionals we surveyed sometimes or all the time reimage desktops to ensure the spyware is really gone. Obviously this is a costly and disruptive process."

### No One Form Of Protection

Given these pressures, don't depend solely on one form of detection. The complexity of spyware means that defenders need to

offers antispyware detection for gateway products.

3. Be sure to armor-plate your computers. Ensure that your PCs are patched and correctly configured. Play off your antivirus vendor's strengths and augment with antispyware offerings. Pick products that can be centrally managed and provide good reporting

### "BlueCoat does not recommend any particular spyware cleaner because none of them meets our standards."

- BlueCoat's Chris Harget

eliminate the threat before it is successfully installed.

According to Joe Telafici, director of operations for McAfee's Avert Labs, the ideal places to disrupt installations should be before the user reaches the download site, before the files are written to disk or executed, and before the files can contact back-end servers to update themselves or download additional components.

With these goals in mind, use a defense-in-depth approach:

- 1. Use intrusion detection/prevention to identify and neutralize inbound spyware installation scripts and outbound spyware communications attempts. The Bleeding-Edge Snort Web site (www.bleedingsnort.com) maintains spyware/adware rules for Snort. Commercial intrusion detection/prevention products from CheckPoint, ISS, Juniper, and Symantec offer antispyware features.
- 2. Use Web proxy products with gateway scanning abilities. CounterSpy offers an antispyware engine to gateway makers. BlueCoat offers a specially configured antispyware gateway appliance. Antivirus vendors such as McAfee are offering antispyware gateway products and appliances. TrendMicro

features. Good examples of this include CounterSpy and SpySweeper. Integrated security suites from vendors such as F-Secure, McAfee, Symantec, and TrendMicro are good choices. If money is a problem, use Microsoft Windows Defender or Spybot S&D.

- 4. As with antivirus products, do not use the same antispyware vendor throughout the enterprise's defensive layers. This could open the enterprise to the same threat everywhere at once.
- 5. For pre-Windows 2000 operating systems that can't be locked down, use a HOSTS file (a text file containing IP addresses referenced against host names) to redirect DNS queries to a loopback address. With spyware installation sites that only have IP addresses, place the IP addresses in the Internet Explorer restricted zone sites list. Admittedly this is a make-do approach, so ensure you have security products for legacy boxes. Vendors such as F-Secure and Webroot have offerings for Windows 98 machines.

For newer operating systems where access to resources can be better controlled, restrict program and user permissions. For stubborn applications that can't

- way, security expert Ed Skoudis recommends using Microsoft's free DropMyRights utility. 6. Since HOSTS files are not
- dynamically updated and can themselves be compromised, consider using a DNS zone of known spyware/adware sites to help protect your enterprise. The Bleeding-Edge Snort Web site has a zone file that works just like a spam real-time blackhole list and prevents outbound contact with known spyware sites. Security devices such as BlueCoat and host-based security suites such as TrendMicro also offer lists of known spyware sites to block.
- 7. Be sure to analyze and correlate log files. All of the major antivirus, antispyware, and security appliance vendors have central management with extensive reporting capabilities and many communicate with security incident managers. Leverage this ability to audit your success and detect new threats.

To identify new spyware threats, correlate log files from antispyware and antivirus programs, intrusion detection systems, and Web proxies. Correlation works only if all devices are synchronized to the same time, so use Network Time Protocol.

Log file correlation can be daunting if done manually. Consider routing log file output to a syslog server and then using Perl to produce periodic reports on suspicious activity. Proprietary solutions such as Network Intelligence and LogLogic can provide real-time alerts from a variety of security products.

While spyware seems to be the new Internet menace, it can be managed by leveraging your existing technology along with products that provide in-depth defense.

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### **Hijacking Spyware**

Modern operating systems are a labyrinth of files, folders, and configuration files offering malevolent software many hiding places. Often technicians would rather wipe the hard drive and start again rather than poke around Windows' seemingly endless configuration corridors.

One man who's engaged in a battle to identify new spyware variants developed a utility to help. HijackThis by a Dutch student who goes by Merijn is available at www.merijn.org/files/hijackthis.zip. It runs on many Windows versions and possesses a simple yet powerful interface intended to reveal Internet browser hijackers.

The results of this detective work can be saved as a small text file that can be easily attached or pasted into an email. HijackThis is ideal for long-distance troubleshooting. The interface can also be used to delete these suspicious entries and files with a single click. But be careful. Mistakes can bring big crashes and the inevitable disk wipe.

To aid HijackThis users, the CastleCops Web site (castlecops.com) offers a tutorial and a number of databases to help you identify unknown settings and files. If you'd like expert opinions on your HijackThis log file, visit the forums at CastleCops or the SpywareInfo Forums at forums.spywareinfo.com.

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# The Push For The On-Demand Enterprise

### **Service-Oriented Architectures Are Making It Possible**

by Sandra Kay Miller

GARTNER PREDICTS BY 2008 more than 60% of enterprises will integrate some form of SOA (service-oriented architecture) into their critical applications and business processes. That's not too far off in the distant future, yet many people are still scratching their heads trying to figure out exactly what SOA encompasses.

In a recent interview with SOA Web Services Journal, Michael Liebow, vice

### Building Blocks Of SOA

The essential components of an SOA (serviceoriented architecture) are services, message, dynamic discovery, and Web services. Here is a brief description of how each relates to SOA

**Services.** A self-contained function that does not depend on the state or context of other services and can be dynamically located and invoked. Example: a platform-independent interface accessible by a client using any operating system from anywhere.

Messages. Services communicate through messages. Because of the agnostic environment of services, the messaging technology must also be independent of platform, language, OS, and other elements. Example: XML-based messages.

**Dynamic discovery.** Composed of several functions to aide quality of service, dynamic discovery includes incremental scalability of services (fewer growing pains), decouples service providers from service requestors, allows dynamic updates of services, assists the search for services by requestors, and provides dynamic selection of a service provider.

Web services. Built on well-known platformindependent protocols, Web services are central to SOA, allowing services to be dynamically discovered and invoked and have an interoperable interface for messaging. Examples: HTTP, XML, UDDI, WSDL, and SOAP. president of IBM Web Services, referred to SOA as the "lynch pin of any customer's journey to become an on-demand business."

Liebow defined on-demand business as business processes integrated end-to-end within an organization as well as outside the network with key partners, suppliers, and customers. This degree of agility lets organizations immediately react to demands, opportunities, and threats ultimately leading to an increased level of service and profitability.

### **Gaining Traction**

Although SOA may sound like a new and exciting concept, it has been around for about 10 years. Only with the introduction of Web services has the idea of SOA begun to gain traction in the development community and support product lines for technology vendors.

Prior the resurgence in SOA, large distributed enterprises were the primary arena; however, the ubiquity of Web services in small and medium-sized enterprises, as well as larger organizations, has set the stage for SOA's adoption regardless of a company's size.

Liebow likens SOA to a "journey whereby most [SOA] customers are just starting out." He points out that the first leg of the journey is service integration in which IT and business units must work closely together to create a roadmap "from the app down to the metal."

Web services are often erroneously mistaken for SOA, but they are only part of the equation. The three other elements of SOA are services, messages, and dynamic discovery.

Further complicating the issue is that these elements are not composed of a single technology, but a group of standardized technologies allowing applications to integrate seamlessly, independent of protocols and platforms. Think of SOA more as a collection of services with the ability to communicate with each other through messages, finding their way to the correct destination using a dynamic directory.

### **Prepare For SOA**

SOA is not something executives ask for and IT deploys. In an SOA event hosted by IBM, IT executives and CIOs from hundreds of organizations came to the conclusion that prior to implementing a specific technology, those choosing to deploy SOA must first cultivate the ability to analyze, deconstruct, and reengineer business processes. Often an unpopular decision, focusing on process means that business units, not IT departments, should take the lead in SOA deployments. But this does not mean to leave IT

out of the decision-making process, as SOA implementations often involve an extensive overhaul to the network infrastructure.

Another common denominator, which lends advantage to SOA deployments in organizations of all sizes, is that incremental SOA projects produce a significant business impact more quickly than an all-at-once implementation. Mark Potts, CTO of HP's management software operation, explains that organizations don't suddenly decide one day to buy an SOA. Regardless of the deployment timetable, SOA projects necessitate a clear vision of the ultimate goal, a well-planned strategy, and a strong backing from both the business units and IT.

The overall benefits of SOA can easily exceed the cost of deployment, which is why the concept has received a strong backing from major technology vendors such as IBM, HP, Oracle, Cisco, and Sun.

### **SOA Players**

Here are some of the major vendors developing SOA solutions.

### What It Offers **Actional** SOA Management offers real-time, enterprise-class management and www.actional.com reporting, end-to-end process visibility, performance monitoring, and security. Actional's solution provides SOA design, development, deployment, and operations from conception to production. **AmberPoint** AmberPoint offers SOA solutions for service-level management, excepwww.amberpoint.com tion management, lifecycle management, security, and an SOA validation system. AmberPoint Express is aimed at fine-tuning Web services. **BEA Systems** AquaLogic is the first family of service infrastructure products built excluwww.bea.com sively for managing SOAs. Services on virtually any platform—J2EE, .NET, SAP, Oracle, IBM, and others—can easily be discovered, secured, managed, and assembled into unified applications and processes. Cisco AON Project provides an adaptable application communication Cisco www.cisco.com infrastructure with the ability to offer a seamless transition to new architectures such as SOA. HP offers a variety of services to help integrate SOA into the enterwww.hp.com prise. These services include envisioning, assessment, governance and architecture, enablement, service development, software development, and management. **IBM** IBM offers a plethora of WebSphere adapters designed to specifically www.ibm.com help enterprises integrate SOA into their organizations. Infravio X-Registry 5 offers three editions of its SOA solution: Catalog, IT www.infravio.com Governance, and Partner. Oracle The Oracle SOA Suite is a set of hot-pluggable service infrastructure components for creating, deploying, and managing SOAs. www.oracle.com SAP Enterprise Service Architecture is a roadmap for comprehensive services-based business solutions. ESA encompasses the concept of www.sap.com enterprise services with technology infrastructure and composite applications to bring more business process flexibility to the enterprise. SOA Software's Service Manager, Registry, and XML VPN products **SOA Software** www.soa.com deliver security, management, provisioning, and governance for enterprise and business-to-business SOA installations. Sun With its recent acquisition of SeeBeyond's Integrated Composite www.sun.com Application Network software, Sun beefs up its integration portfolio with

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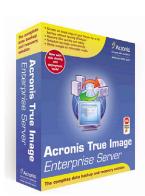
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### A Smartphone Plan

### **Choosing The Right Device** & Connectivity Options Is Important

by John Brandon

THE TIME IS RIGHT for planning new smartphone deployments. According to a Gartner Group report released in late November, smartphone sales will increase from 13 million in 2005 to 20 million this year. Lower device prices, better platform options, and other soft factors, such as companies evaluating employee response time to critical issues, all contribute to the increased interest and sales projections.

There are several variables when it comes to deciding on a smartphone platform and deployment options. One of the most critical decisions has to do

### **GoodLink Suite** For Exchange

One of the nagging issues for many IT Managers and data centers when it comes to platform choices is making the chosen device work in your environment. Many companies are Microsoft-certified and rely on Microsoft Exchange Server for email. One way to solve the platform problem is to use GoodLink Suite for Exchange (www.good.com), which provides connectivity for many platforms and many ERP solutions. GoodLink essentially opens up your smartphone choices because you can use a PocketPC smartphone or a Palm device and still push Exchange email to the device.

with who should decide on the platform and device. The Gartner Group report indicated that IT should be the decision maker, mostly because of how a smartphone must integrate with existing data centers. An opposing view, which comes mostly from the marketing and sales organizations inside companies, is that the end user should have the final decision on the platform and device, according to the field agent needs.

"I think the decision rests with the people who will be using it, but the IT organization has the right of approval," says Lee Henderson, a vice president at Pacific Union Real Estate and key decision maker in a Treo 650 deployment.

### **Primary Requirement**

At Pacific Union, Henderson established a primary requirement for the

device to connect easily with a Microsoft Exchange server and download email remotely in about five or six seconds. Before considering a smartphone, he chose GoodLink Suite for Exchange because it has 100% push technology with no desktop install, certified data encryption, and seamless support for many platforms. Next, he established field tests with several popular devices and found that most sales agents, who would become the primary users, strongly preferred the Treo 650.

"Our main criteria for choosing a smartphone, after solving the connectivity issue, was whether it would help salespeople and let them be out on the field more, generating sales for the company," says Henderson. "We wanted the Swiss army knife handheld that could do everything we needed, since the whole point is being connected more and being in the office less and not carrying multiple gadgets."

For most companies, the platform decision comes down to paying extra for a sleek Symbian OS device such as the Nokia 9500; choosing a Pocket PC such as the HP iPAQ 6315, which has the best instant messaging features; or a Palm smartphone, such as the Treo 650, which is well-rounded but lacks some IM functions. RIM BlackBerry devices have been popular because of their easy email connectivity, but they lack easy voice and voicemail options. Gartner projections indicate that this year most users will want a multi-use device that handles everything well: email, instant messaging, Web browsing, and voice calls.

"There's a lot that needs to go into this decision," says Michael Gartenberg, a vice president of research at Jupiter Research. "End users are having a lot of input into the device they choose, whether it's just a PDA with a certain form and function or a smartphone that connects into the existing back-end. What is right for one user is not necessarily the right choice for everyone. The critical decision is finding a device that most employees will actually use and not one that just fits well with IT."

Choosing the platform and the device and meeting end-user requirements are all part of the planning process. Gartenberg recommends setting an evaluation period for researching department needs, discussing options with end users, and evaluating the current field of enterprise-capable business smartphones.

Henderson sent frequent communications about the progress of the decision and found that, during field tests, the leading smartphone would cause a snowball effect where one sales agent would report to a manager about increased sales and a much higher response time, and then other agents would start requesting that same device.

### **Platform Shifts**

In terms of planning, there will be several critical platform shifts and new considerations this year. RIM is currently involved in a patent lawsuit that may impact future releases, although Gartenberg feels the case will be resolved soon. Palm has released the Treo 700 using the Windows Mobile platform, which means easier integration with Exchange and better messaging options. However, the Treo 650 has been such a popular enterprise device that the 700 model may be priced beyond the reach of small to midsized enterprises per employee unit. Nokia, Sony Ericsson, and Siemens devices use the Symbian OS, which is more extensible with open-source software and uses open standards such as IMAP, but might not integrate as easily in Microsoft-certified data centers and IT departments.

Smartphone planning is critical, especially given the notorious view about handhelds being a gadget that corporate employees only use for the first month of deployment. Choosing the right device and platform and then extensively testing with users over longer periods will all help you plan and deploy smartphones companywide.

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### **Business Smartphones**

We've mentioned a few of the more popular enterprise smartphones in the main article, but there are many others you should consider. Here are a few.

	Device	Features	Drawbacks	Price	URL
Best instant messaging and connectivity	HP iPAQ 6315	MSN Messenger; built-in GSM/GPRS Wi-Fi and Bluetooth; weighs 6.7 ounces; excellent accessories such as a camera and thumb keyboard	Higher price; awkward phone functions	\$579	www.hp.com
Best email connectivity and thumbpad	BlackBerry 7105t	SureType adaptive typing works well for some; weighs 4.2 ounces; bright and easy-to-read screen; Bluetooth; four-hour talk time; low price	Adaptive typing requires some learning; no Wi-Fi	\$200	www.blackberry.com
Best carrier network support	Nokia 6282	Supports the super-fast Universal Mobile Telecommunications System protocol; high-resolution camera; Bluetooth; miniSD card slot	No Wi-Fi; small form factor more difficult for typing	\$500	www.nokia.com

### WHAT'S HAPPENING

### The Feasibility Of Holographic Storage Technology

### **High Densities & Lightning-Fast Transfer Rates Are Becoming A Reality**

by Chris A. MacKinnon

THE ENTERPRISE MAY be on the verge of a storage paradigm shift. Scientists have already broken through the density limits of conventional storage, holographically, by succeeding surface recording and going through the full depth of storage medium. It looks like common optical storage devices such as DVD and CD writers will soon be replaced by holographic storage technology. And the technology is already looking promising for enterprise purposes. According to InPhase Technologies, a holographic data storage technology pioneer, holographic storage is about to offer some impressive breakthroughs.

### **Pushing The Barriers**

Liz Murphy, spokesperson for InPhase, says, "Unlike other technologies that record one data bit at a time, holography allows a million bits of data to be written and read in parallel with a single flash of light. This enables transfer rates significantly higher than current optical storage devices. Combining high storage densities, fast transfer rates, with durable, reliable, low cost media, make holography poised to become a compelling choice for next-generation storage and content distribution needs."

Murphy notes that the skeptics are beginning to believe. "The state of the industry has changed in the last four years from great skepticism and limited research dollar spending to great optimism and significant increases in research and development spending. Holographic storage is viewed

as the technology that will move optical recording from tens of gigabytes per disk to hundreds and thousands of gigabytes per disk." Murphy says holographic storage is the first optical removable technology that can successfully compete with tape in terms of capacity, transfer rate, and cost for the professional user.

The key to holography becoming mainstream depends on proactivity. InPhase has certainly been nothing less than proactive in its pursuit, working to solve some of the toughest holographic challenges that exist. Murphy says, "The challenge has been to

"weird science" but because it offers some definitive breakthroughs to the customer. And the reasons for the generated interests are many. Murphy comments, "One thing that has happened is the growing business requirements to archive business, financial, and email records for very long periods of time. Email archive is the single largest application in the business environment. Regardless of the application, storing huge amounts of data for very long periods of

### A Step Up

According to Murphy, tape has been the only viable choice for data backup and archive because of capacity and cost. But its archival properties are not very good, and

time is becoming the norm."



move from proving technical feasibility to engineering a product. We have been actively involved in the growth expansion by providing material and test equipment to other research organizations." The company has already released its Tapestry HDS5000, a blue wavelength media targeted for use in high data density and fast transfer rate data storage applications. The HDS5000 has been shipping since 2004. InPhase is also developing rewriteable material that is scheduled for commercialization next year.

Murphy says there has been a lot of buzz about holographic storage, not because it is the tapes must be stored in a temperatureand humidity-controlled environment. Also, much of the material is petal particlebased. If data must be archived for decades, the only real solution is to migrate it every five to seven years. Murphy notes, "Another challenge with the use of tape is that if you need to recover a file, it must be reloaded onto a hard drive in order for the customer to have access to the data."

Among other conventional storage medium that lack the reliability expected by IT professionals, when compared to holographic technology, hard drives are apparently

not holding up as a viable storage solution. Murphy says, "Hard drives have also taken over some of the applications that have historically been owned by tape, such as backup. However, for long-term archival of data, hard drives are not a good solution because of the cost of storing infrequently archived data on spinning disk. An even worse solution is archiving data on nonspinning disk because of the high likelihood that the disk will not spin-up after being offline for long periods of time."

InPhase not only considers itself a holographic pioneer kid on the block, presumptively it's the only kid on the block. Murphy says, "I suppose you could say we are unique because we are the only company who has demonstrated commercial viability. The reason we have accomplished this is because of our expertise in material science, as well as recording methodologies and drives. Achieving capacities is really a function of the device and the material. We know what the material can do, and we know what the device needs to do to take advantage of the media dynamic range. No one else is in that position."

In November, InPhase demonstrated a data density of 350Gb per square inch, which is the highest density ever demonstrated, including magnetic drives. This was done using the company's patented polytopic recording. In April InPhase also demonstrated 27MBps write speeds with a single head, the fastest in the optical industry. Murphy says, "The fundamental issue that faced the commercialization of holographic storage was the lack of a viable commercial recording material. Bell Labs scientists, the founders of InPhase Technologies, developed the patented media formulation, material manufacturing process, as well as the recording techniques that make holographic storage viable."

According to Murphy, some of the things that make holographic storage attractive include: the cost of its medium (InPhase expects that the media will cost about 40 cents per megabyte at introduction), its archive life expectancy (a 50-year archive life), its random access to data (eliminating the need to restore the content onto a hard drive), and its data security capabilities (a true write-once technology). This year InPhase will be delivering holographic drives and media to customers. The first product will have an end-user capacity of 300GB with a record and read transfer rate of 20MBps and records and reads using a 407 nanometer laser.

### **TWO TERMS**

### SOA (Service-Oriented Architecture) What it is: This is one of the most popular terms in IT today; it seems everyone is touting the incredible benefits delivered by SOAs. So what is an SOA? An SOA is a new type of computing architecture that relies on the concept of services to enable application integration. In other words, SOAs provide a framework for business applications to communicate with each other seamlessly. Other concepts central to SOAs include messages and a directory of services available to applications.

Why you should care: Application functionality and development are getting more and more complex. There is a gaggle of different types of applications, platforms, and operating systems across today's business landscape, yet they must all work together to deliver business results. SOAs simplify integration tasks by shielding developers from the "devil in the details" of platform-specific application integration. Think of SOAs as an application programming interface for business applications.

Related products and manufacturers: Major business applications providers are getting into this game. For example, Microsoft's .Net programming framework can be used to build SOAs. Other examples include Oracle's Oracle Fusion platform, BEA Systems' AquaLogic product family for services infrastructure, and SAP's NetWeaver application integration platform.

### SOAP (Simple Object Access Protocol)

What it is: SOAP is one of the platform independent protocols (along with WSDL and UDDI) used by Web services. Web services are an SOA implementation that uses platform-independent protocols to create an infrastructure for enabling Web applications to communicate with each other, regardless of platform. SOAP is the messaging protocol used to create Web services messages.

Why you should care: Web services is a red-hot IT term enjoying quite a bit of buzz in the marketplace. It is also one of the most confusing terms. Think of Web services as a specific implementation of an SOA that uses well-known Internet standardsbased protocols to enable communication (that is, integration) between applications. It's important to keep in mind that SOAs and Web services are a communications method for applications.

Related products and manufacturers: See the list of vendors under SOA; all of the major business application vendors developing SOA platforms will also be involved in Web services.

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- 2 x 1" Hot-swap SATA drive bays
- · Integrated ATI Rage XL SVGA PCI video controller
- 2x Intel® 82573V (Tekoa) PCI-e Gigabit LAN Ports
- 0, 1, 5, 10 Support

### **3U Xeon® Storage Server** SDR-3309T

Highly manageable storage server supporting up to 8TB of SATA hot-swap



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- . 3U Chassis with 650W Redundant Power Supply
- Intel® server board with Intel® E7520 (Lindenhurst) Chipset
- Kingston 1024MB DDR333 ECC Reg. (2x512MB) • 1pc x Western Digital 250GB SATA RAID Drive
- 16 x 1" Hot-swap SATA drive bays
- Built-in SATA ICH7R Controller 4x SATA (3 Gbps) Drive with RAID
   Integrated ATI Rage XL SVGA PCI video controller
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  - 2 SATA Channels with RAID 0 and 1

### **4U Enterprise Server SDR-3309T**

Easily scalable storage solution with Hot-swap functionality for growing business

### SDR-5302T

**5U Advanced Storage Server** 

The absolute best storage capacity available in a 5U format, at a incomparable cost/TB ratio



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- Intel® Extended Memory 64 Technology
- · 4U Chassis with 16 hot-swap bays & 650W redundant power
- Intel® server board with Intel® E7520 (Lindenhurst) Chipset
- Kingston 1024MB DDR333 ECC Reg. (2x512MB)
- 1pc x Western Digital 250GB SATA RAID Drive
- 16 x 1" Hot-swap SATA drive bays
- Integrated ATI Rage XL SVGA PCI video controller
- . Dual Intel® Gigabit Ethernet Controllers
- 2 SATA Channels with RAID 0 and 1



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- Intel<sup>®</sup> Extended Memory 64 Technology
- 5U Chassis with 24 hot-swap bays & 950W redundant power supply
- Supermicro<sup>®</sup> server board with Intel<sup>®</sup> E7520 (Lindenhurst) Chipset
- Kingston 1024MB DDR2 400 ECC Reg. (2x512MB)
- 12pcs x Western Digital 250GB SATA RAID Drive • 1pc x 3Ware 9550SX-12 port RAID Controller Card
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- Dual Intel® 82541Pl Single-Port Gigabit Ethernet Controllers

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### Manufacturer Presentation Services - Security Advertisement

### **Network Security Monitoring from Datanode**

The inexpensive way to "see inside a network"



### V.I.P.

Vulnerability, Integrity, and Performance

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We install the appliance, we maintain it and will provide you reports monthly, quarterly or annu-

Government agencies, school districts, smallmedium-large enterprises can cut IT costs and improve network security, with extra monitoring capabilities. The V.I.P. appliance can monitor networks without the expensive overhead of adding several appliances -- no need to increase IT personnel to monitor multiple software solutions.

### ONE APPLIANCE = MULTIPLE SOLUTIONS!



V.I.P. is an excellent product for any business. From a single Web-based appliance it allows you "to see inside your network" (WAN or LAN) and help prevent network crashes. This view provides information on network performance and security while providing the documentation to support government compliance (GLB, HIPAA and Sarbanes-Oxlev).

With V.I.P. there is no capital expenditure, it costs less than the interest on a "mirrored system," and you obtain the ongoing support from Datanode, LLC. Datanode will install it, maintain it (unless client chooses otherwise) and will provide a choice of monthly, quarterly or annual

What this means to you is that regardless of the size of your business, V.I.P. can save you money, time and improve your network security. From a single console you can view, manage and respond to unknown or known threats.

V.I.P. is the premier "network security monitoring" product on the market. It is an inexpensive way to "see inside a network", to monitor it for security and overall performance. It can even monitor the entry door to your computer room, offices, temperature controls and many electrical devices with alert priorities set for each device or contact.

In the past the "IT culture" has focused on disaster recovery. V.I.P. redirects that focus to disaster prevention.

The Yankee Group (quoted in Processor, June 17, 2005 - Volume 27, Number 24) says, "by the end of 2005 -60% of enterprises will outsource the monitoring of at least one network boundary security technology" and "that 'outsource' market will grow by more than 25% through 2005, with continued strong growth over next five years." This market growth is fueled by growing demands for security solutions, cost control measures and government mandates (HIPAA, GLB, Sarbanes-Oxley).

Call today and talk to your V.I.P. representative at 1.800.876.4275 ext. 105

You can view an example of Datanode's V.I.P. at www.Processor.com/Datanode

### Included are these 15 applications with one single V.I.P. appliance:

- Email spam filtering and virus detection (controls wasteful and unwanted spam)
- Bandwidth utilization monitoring (helps with speed control of network)
- Internet usage (ability to obtain reporting for Internet usage, identifies employees using the Internet and how long it is used - helps eliminate wasted employee time and improves productivity)
- Server and Router utilization monitoring (measures memory usage and disk space usage)
- Network Vulnerability Test (documents software vulnerabilities and resolutions)
- Intrusion detection (tells you if someone is trying to attack the network and where)
- Firewall monitoring and reporting (strengthens defense of network)
- Provides an inventory of network equipment noting open ports and software usage (helps detect and track user
- Is a HIPAA, GLB, Sarbanes-Oxley compliance tool (support and documentation for government compliance)
- VIP automatically updates its database to keep current with software vulnerabilities and software patches (ensures you are testing against most current vulnerabilities)
- Computer room(s) temperature monitoring with alert priorities (notifies you before your servers overheat)
- Electrical monitoring can be made available (informs you of spikes and electrical issues)
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### Managed Security Services www.Processor.com/NetWolves

NetWolves' network continuity and security services reduce the time and resources an enterprise requires to deploy and maintain a secure data network.

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The vast majority of successful cyberattacks occur on a very small number of common OS services. Hackers are opportunistic. They take the easiest and most convenient route and exploit the best-known flaws. They count on organizations not fixing the problems, and they attack indiscriminately. The destructive spread of worms can be traced directly to the exploitation of unpatched vulnerabilities.

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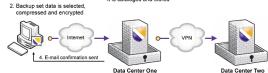
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3. Data is sent to DataP



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So electronic cabling structure can be reconfigured, serviced, or upgraded in a fraction of the time required by conventional cable management methods.

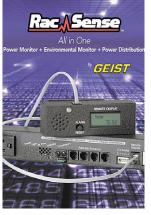


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The more technology you pack in, the harder it is to keep cool, and hotspots quickly turn into trouble spots. And those uncovered cable openings in the floor dumping pressurized plenum air into the room instead of into your equipment racks aren't helping matters one bit. Seal them up with Koldlok raised FLOOR GROMMETS and keep your critical cold air circulating where it belongs.



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### Protect Your I.T. Equipment... Don't wait until it's too late!



### What Will You Do When Disaster Strikes?



Right now, your data center is under attack!
You might not believe it because things appear to be running smoothly. The network is up and bandwidth is not taxed. The servers are accessible and users aren't complaining. Everything appears to be under control. However... just beyond that wall, above those ceiling tiles, or under the raised floor is a disaster waiting to strike. Even worse, it has your name written all over it!

You see, no one really knows when or how a disaster will strike. We just know the potential is always there. So preparing for it is critical to minimizing its impact on computers, networks, users and the organization.

### **Computer Room Environment** Monitoring Too Often Overlooked

Today's data centers are complex and handle an immense work load. This is because what happens there effects the entire organization, supporting hundreds or thousands of employees. The most overlooked issue in data centers today remains "environment monitoring". This is true at least until a disaster strikes, then it becomes *Job 1*. Why wait for your own disaster?

### What Is Environment Monitoring?

In the data center, computer and network equipment must be kept within a specific range of environmental conditions. If these get out of bounds, unpredictable and potentially catastrophic results can occur and cause data loss, hardware failure, denied access, and downtime. Primary issues include:

- Temperature (high / low)
- · Main & UPS Power (interruptions)
- · Flooding / Water (leakage)
- · Humidity (high / low)
- · Smoke / Fire / CO2
- IP Camera (security)
- Intruder / Room Entry / Motion (security)
- Dry Contacts (aircon, cooler, generator, etc.)
- Panic Button (staff calls for help)

### Air Conditioning Remains The Primary Cause Of Most Data Center Disasters

Failure of a primary or backup air conditioner is a major threat in all computer rooms, as temperatures will rise rapidly. Condensation overflow from air conditioning or leaks from water pipes that support a system can cause

flooding. Power drains from AC can also damage computers & equipment.

### Main Power Sources Remain Unreliable, A UPS Is Simply Not Enough

Even in the 21st century, we still haven't harnessed electricity. Situations like over / under voltage, spikes, drops and blackouts haunt managers. Failure of backup power sources like generators or UPS systems with short run or expired batteries can make a bad situation even worse. Consider what happens when main power goes out and a UPS keeps CPUs alive while the air conditioning systems stay down. The end result is extreme temperatures in the computer room that will eventually cause severe hardware damage or

- 61% of data centers say downtime is due to environment issues 1X+ in past 12 months
- 23% of data centers say downtime is due to environment issues 5X+ in past 12 months

### Your Data Center & Job On The Line

If disaster strikes your data center, how will it impact business? Who will get the blame? Could it have been prevented? Will management be asking for your head on a silver platter?

### **Downtime Costs More Than Money**

When disasters occur, there are significant costs in areas that go far beyond the simple replacement of damaged hardware. Data can be lost and costs incurred to restore or recreate it; online operations lose sales & service opportunities... causing lost revenue both now and in the future; salaried employees continue to get paid even while systems are down and they can't work; overtime accrues for IT staff who work around the clock to get systems back online; and there will be other costs too.

- 59% of data centers say downtime lasts 1/2 day+ • 27% of data centers say downtime lasts 1-3 days
- 45% of downtime costs over 10K per incident 11% of downtime costs over \$50K per incident

### A Proactive Approach Is the Best **Because Computers Don't Swim**

The concept of knowing early and immediately about developing environment problems is easy for all prudent managers to understand. A business does not have to encounter a flood for the IT staff to know that

computers don't swim. The "5 Critical Steps" to successfully prevent an environmental incident from causing your organization a catastrophic disaster include:

### 5 Steps To Prevent IT Environmental Disasters

- 1) Early and Immediate Detection
- 2) Automated Alerting to Responsible IT Staff
- 3) Fast and Appropriate Action by the IT Staff
- 4) Automatic Response & Action Procedures
- 5) Review, Analyze & Plan Future Prevention

### Insurance And Recovery Plans Are Just "Band Aids" After A Disaster

Insurance policies offer some financial relief from disasters by compensating for the cost of lost equipment. However, they never cover all of the extended costs (see above). Worse still is the impact on cash flow while you wait to be reimbursed. And who wants to fill out all those forms anyway? Then, in 6-12 months your insurance premiums go up. Ouch!

As for recovery plans, you need to (must) have one. Although, wouldn't you like to have one and never be forced to use it? Even the best recovery plans do not pay the costs. They provide a guideline as to how to get back in the game after a disaster. Wouldn't your management team rather avoid the experience altogether? Wouldn't you?

### Why Put Your Business At Risk?

How much would it cost your business to lose access to primary servers or the network for just a 1/2 day? Ten, twenty, a hundred thousand dollars? A million dollars? It depends upon what you do although any loss is too much when it's *your* money. In today's online world, downtime for even a few minutes can mean life or death to sales opportunities or the entire business. Do you need to be in business continuously, like 24 x 365? Then stop running around with scissors

### Solutions Exist For Computer Rooms Of All Types And Sizes... Yours Too!

AVTECH Software has several powerful, scalable solutions for environment monitoring. All are small enough to hold in one hand, completely mobile, and optionally available in a rack, wall and ceiling mount. They come complete with easy to install hardware, cables, sensors, easy-to-use network-wide monitoring software, CD media & documentation,

installation notes, 12 months of Maintenance Support & Update Service, even a screwdriver. Installation is easily completed in minutes.

TemPageR is designed for easy, advanced, temperature monitoring, alerting and more. Room Alert models offer the ability to monitor temperature, humidity, power, flood, smoke, cameras, dry contacts and much more. See the model comparison online for detailed information. All models offer a built-in web server & interface for standalone use (i.e. No PC required) and alerting. All models include a bundled (*Free*) license for our powerful PageR Enterprise software that provides advanced alerting, logging, automatic corrective actions, network-wide monitoring and other benefits.

### Who Uses These Monitoring Systems?

AVTECH Software products are used around the world by all types of organizations. Sample users include the White House, Pentagon, United Nations, most branches of the U.S. government, over 80% of the Fortune 1000 and businesses of all sizes. We think that your organization is just as important. Don't you?

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### 

### ProClarity Analytics 6 enhances SQL Server 2005

ProClarity Analytics 6, version 6.1, supercharges the Microsoft business intelligence (BI) platform, making it easier than ever for IT to create a successful BI solution, and simpler than ever for decision makers to use it.

### An expanded analytics footprint

- Simplifies the complexity of the UDM Microsoft's new Unified Dimensional Model (UDM) provides enhanced functionality and powerful new capabilities. With these improvements comes complexity. ProClarity 6.1 simplifies the complexity by making it a much more intuitive process by leveraging hierarchy, attribute and measure relationships to create analytic views. Context filters help keep analysis focused on pertinent information, and ProClarity's highly visual charts and graphics help users instantly understand key performance indicators (KPIs).
- mproves SQL Server's adaptability ProClarity frees IT from being the sole group responsible for creating and maintaining KPIs. With ProClarity 6.1, any business user can do it.

### **Tight integration with Microsoft Reporting** Services 2005

- Simplifies reporting With ProClarity, authors do not have to spend loads of time writing complex MDX
- Links reports to analysis By integrating Reporting Services reports into the ProClarity dashboard, ProClarity enables decision makers to monitor performance and access formatted reports for additional detail.

### New versatile dashboard

 Makes it easier to monitor the information you care about

Any user can easily build, tailor, maintain and update a dashboard using ProClarity's wizard-based interface—without waiting on IT to develop it.





- Enables train-of-thought analysis Instead of needing technical expertise or IT to perform data analysis, users can simply link from any spot on the dashboard into full-screen, guided ad hoc analysis.
- Simplifies deployment and customization Eliminating the need to install analytics software, ProClarity provides easy portal integration through URL addressability and completely thin, zero-footprint clients built on an open .NET architecture. All charts are optimized for Web deployments.

### **Expanded delivery options**

· Equips you to more easily produce printed reports

With ProClarity Publishing Server, it's simple for end users to create externally consumable publications that integrate ProClarity graphs, grids, and visualizations with commentary and dynamic text. The publications can be fully customized to fit corporate branding guidelines.

• Cuts costs

Publication templates are reusable so you don't have to start from scratch each time you need the publication.

• Links scorecards to analytics By adding powerful charts, visualizations, and analysis tools, ProClarity takes your Microsoft scorecard initiative much further, with an easy-to-integrate, zero-footprint scorecard solution.

> For Evaluation Software: www.Processor.com/ProClarity

> > 500 S 10th St Boise, ID 83702 Phone: (208) 344-1630 Fax: (208) 343-6128

### 

### **New DuraRak Server Enclosures Take The Pain**

### **Out Of Managing Servers** "Convenience Edge" package simplifies the IT Manager's job of

organizing and managing network equipment Each DuraRak comes equipped with a unique "Convenience Edge" package with

valuable features that enhance usability. The "Convenience Edge" package includes:

- Integrated Cable Management System
- Allows cables to be easily routed within the enclosure through one of five access points.
- Split Rear Door

Allows easy access to equipment while minimizing space requirements behind the enclosure.

Worry-Free Compatibility

DuraRak is designed to be compatible with equipment from leading vendors including IBM, Dell & HP



For adaptability, DuraRak offers models with optional side panels that allow multiple units to be joined together, making server rooms easily expandable. Additionally, DuraRak offers clearly numbered rails to make the planning and installation of network equipment effortless. The quick release, perforated mesh doors improve equipment reliability by maximizing passive airflow.

"DuraRak is ready for the next generation of rackmount and blade servers," notes Robert Brookes, senior product manager at StarTech.com. "Servers are running hotter and require larger depths, so customers will be ready for the future with DuraRak's great passive cooling and available 42" depth."

The DuraRak line offers a large selection of server rack enclosures in a range of sizes and styles including open and closed rack- and wall-mount units. DuraRak is ideal for data centers, industrial control centers, telecommunications closets, A/V control centers or any situation where network equipment needs to be organized and secure. Additionally, most DuraRak units ship fully assembled, greatly reducing installation time.

Please visit www.Processor.com/StarTech for more information



1-800-265-1844

### Flooring

www.Processor.com/AccessFloors



### Save Money: Refurbish Your Raised Floor Panels!

We will turn your broken & worn access floors into "virtually new" floor panels. In a "Mobile Ops" unit delivered to your facility, technicians remove a small number of panels from your floor replacing with spares. The panel is stripped of the old surface, cleaned and re-laminated with a finish to match existing, or any of the latest technical floor finishes.

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### **HVAC**

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With KwiKool Portable Air Conditioners, your temperature will be dropping .....fast! With an operating range of 60°F-110°F, you can be assured that you will be cool anywhere......anytime. Our I/O Integral Condenser is to portable air conditioners like the jet engine is to airplanes. Why have just a spot cooler when you can have a true portable air conditioner. This makes our units perfect for computer room air conditioners.



4644 Katella Ave. Los Alamitos, CA 90720 Phone: (800) 444-1938 Fax: (562) 596-3361

### **Power Distribution**

www.Processor.com/ServerTechnology2



- Dual power feeds in one enclosure
- · Group outlet control for up to 4 power circuits
- · Remote reboot via IP
- Secure HTML GUI, SNMP, RS-232 access 120/208 VAC 15, 20 & 30-Amp models
- · True RMS Input Current Monitoring Power-up Sequencing



1040 Sandhill Road Reno, NV 89511 Phone: (775) 284-2000 Fax: (7752842065

### **Power Distribution**

www.Processor.com/ServerTechnology

- Remote Reboot via IP
- · Secure HTML GUI, SNMP, RS-232 access
- 120/208 VAC 15, 20 & 30-Amp models
- True RMS Input Current Monitorina
- Power-up Sequencing
- · Link to a second tower for group outlet control



1040 Sandhill Road Reno, NV 89511 Phone: (775) 284-2000 Fax: (775) 284-2065

### **Power Distribution**

www.Processor.com/M2000



The RPDU is a high-density power distribution system, designed to provide manageable and flexible power to multiple racks in a computer room. It is designed with a complete single or three phase circuit breaker panel, advanced metering, and a variety of plug and play output receptacles that can deliver up to 33 KVA. This new technology is the future of power distribution in computer rooms.

### MILLENNIUM 2000 TECHNOLOGIES, INC

26822 Vista Terrace Phone: (888) 514-4200 Lake Forest, CA 92630 Fax: (949) 457-0335

### **Power Management**

www.Processor.com/ServerTechnology3



- · Remote Power Management & Pass-Through Console Port Access
- 4 Pass-Through ports for console management of serial devices
- 4 power outlet receptacles
- Secure in-band or out-of-band communications
- Field-Replaceable internal Global Secure Modem



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Manufacturer Presentation Physical - Power Protection Advertisement

### SmartOnline 3000VA 3U **Rackmount UPS System**



### **Key Points**

- 3000VA / 3.0 kVA high power density, online, double-conversion, extended-run 3U rack / tower UPS - with large internal battery set for longer standard runtime for critical server, network and telecommunications equipment
- Uninterruptible Power Supply (UPS) actively converts raw incoming AC power to DC, then reconverts output back to completely regulated, filtered AC output
- Maintains sine-wave 110/120V +/-2% output during overvoltages to 138 and brownouts as low as 65V (50/60Hz auto-sensing)
- Zero transfer time between AC and battery operation
- Simultaneous use communications via HID-compliant USB port, serial port, SNMP/Web card slot and EPO interface
- Fault-tolerant auto-bypass mode, current monitoring and switched PDU control via two switchable output load banks
- Network-grade AC surge and noise suppression
- Includes PowerAlert monitoring software and complete cabling
- 2-year product warranty / \$250,000 Ultimate Lifetime Insurance (USA & Canada
- Estimated Retail Pricing: \$1,599

### www.Processor.com/TrippLite6

1111 W. 35th Street Chicago, IL 60609 Phone: (773) 869-1234 Fax: (773) 869-1329

### **AVR Series Line Interactive UPS System**



### **Key Points**

- 550VA ultra-compact line-interactive UPS
- Maintains 120V nominal output over an input range of 83 to 147V
- Line-interactive UPS offers complete protection for PCs, workstations and other sensitive electronics in an attractive ultra-compact, mountable housing
- Prevents data loss and system downtime by providing battery-supported AC output during blackouts and Automatic Voltage Regulation (AVR) during brownouts and overvoltages
- 550VA / 300 watt power handling ability supports entry-level PCs for up to 17 minutes during power failures
- 8 output receptacles, two of which are widely spaced to accommodate large transformer plugs without blocking outlets
- 4 outlets with full battery support and surge suppression to protect computers, monitors and other vital system components from loss of power
- 4 additional outlets with surge suppression-only are ideal for printers and other accessories not requiring battery support
- Single line telephone suppression jacks protect modem, fax machine, cordless phone or other peripherals with a standard dial-up or DSL phone line connection
- USB port with PowerAlert monitoring software and cabling enables safe unattended system shutdown in the case of extended power failure.
- HID compliant USB interface enables full integration with built-in power management and auto shutdown features of Windows, Mac OS X and Linux.
- 2 year product warranty / \$100,000 Ultimate Lifetime Insurance (USA, Puerto Rico & Canada only)

### www.Processor.com/TrippLite7



### **Power Management**

www.Processor.com/BayTech3



#### 24 Receptacle Remote Power Monitoring & Distribution

- Current, Voltage, Power, and Temp Monitoring
- LCD Screen Display
- RS232 Interface 120/208VAC 10,20,30A Models
- Power Distribution and Monitoring In One Unit

**HURRICANE KATRINA DID NOT WIPE US OUT! WE'RE FINE - GIVE US A CALL!** 



5239 Avenue A Long Beach, MS 39560 Phone: (800) 523-2702 Fax: (228) 563-7335

### **Power Management**

www.Processor.com/BayTech



### 8 Receptacle Power Control and Monitoring

- · Current, Voltage, Power, and Temp Monitoring
- LCD Screen Displays Power Monitoring Information • RS232 interface, 120/208VAC 10,20,30A Models
- Turn On, Off, or Reboot any or All Receptacles

**HURRICANE KATRINA DID NOT WIPE US OUT! WE'RE FINE - GIVE US A CALL!** 



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### **Power Management**

www.Processor.com/CyberSwitching

Dualcom™ Plus



### FINALIST for Best of Show at Networld + Interop 2005

- Monitor and manage current consumption at EACH outlet
- TCP/IP or RS-232
- SNMP management · Login/password security
- Intuitive user interface



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### **Power Management** www.Processor.com/Pulizzi4



IPC 3402-2756 - NEW High Current 30 Amp Intelligent Power Controller - Rugged, industrial grade, 19" rackmounted unit only 1U (1.75") in height & comes network ready w/ built-in Ethernet port & RS-232 support for dial-up. Unique design allows for primary communications thru a network & allows for a redundant dial-up connection at the same time. Features detachable mounting brackets.



Phone: (800) 870-2248

Santa Ana, CA 92704 Fax: (605) 334-4999

### **Power Management**

www.Processor.com/Aphel



The rPower RS232-enabled meter features an eight-channel, auto-scrolling capability and provides remote monitoring for 20-60 Amp (125 / 208 Volt) rackmount enclosure power solutions. rPower also has a high-res color display that can be viewed from as far away as 12 feet. In addition, the device connects to traditional console port switches and can be managed simultaneously with other RS232-based devices.



1629 Prime Court Orlando, FL 32809 Phone: (407) 816-3700 Fax: (407) 816-3717

### **Power Protection**

www.Processor.com/Pulizzi2



#### PC 975 Series - 2U Mounted

- 30A, 3-phase, 120/208V ~ WYE
- 120V NEMA 5-20R and 208V NEMA L6-20R outlets are standard L5-30R and L21-30R outlet versions available
- EMI/RFI Filtering, Surge suppression
- Remote on/off and EPO control
- Multiple Time Delay<sup>™</sup> power up between phases



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### Manufacturer Presentation \_

Physical - Cabling Advertisement

### **TAP into your Network**

Two-Channel Optical nTAP

10/100/1000 Copper nTAP





Only TAPs can ensure a complete copy of data from full-duplex links at line rate for monitoring devices. Without TAPs, monitoring devices may be fed incomplete and misleading information, creating false positives and overlooking network problems that actually do exist.

TAPs are a superior alternative to the commonly used SPAN sessions. Unlike SPAN sessions, TAPs guarantee complete data transfer to a monitoring device for accurate analysis. A SPAN session could provide an inaccurate picture of the network because it can only transfer 1000Mbps at a time to a monitoring device. If utilization on a full-duplex link (which can hold up to 2000Mbps) exceeds 1000Mbps, packets are dropped. TAPs never drop packets regardless of network conditions. TAPs reveal all data, including errors, to the monitoring device for complete analysis.

#### nTAP Advantages:

- Complete visibility into full-duplex links, regardless of traffic levels
- Access all network traffic, including errors found in the physical layer
- Supports redundant failover links on the network
- · Cannot be the target of a hack or virus attack
- · Will not interfere with the network
- Economical to install

Network Instruments delivers a complete line of *n*TAPs for copper and optical networks at competitive prices, including the 10/100/1000 Copper *n*TAP (\$795) and the recently released Two-Channel Optical nTAP (\$575). The company also guarantees overnight delivery in the United States on Web orders over \$295 confirmed before 12 p.m. Central Time. For more information please call 1-877-BUY-*n*TAP.

www.processor.com/nTAP



### Manufacturer Presentation \_ Communications - Network & Systems Mgmt. Advertisement

### **Intelligent Fiber Connectivity Cable Infrastructure Solution**



OptiWatch™ is the latest version of DCS' intelligent fiber system, formerly marketed as IFS/9000 and OptiManager™. The redesigned

product is created for companies that need total control of their complex data center connectivity. OptiWatch™ intelligently manages the physical connections for the diverse hardware within data centers providing essential tracking and reporting.

OptiWatch™ is a turnkey solution consisting of patch panels, cables and management software. With OptiWatch™, every move, add and



change is tracked in real time. Management is alerted to improper connections, and the entire system runs on its own private network to protect the integrity of the data it transports.

To learn more about how data centers are now able to better comply with Sarbanes Oxley, avoid risks and maximize IT staff productivity, Visit: www.Processor.com/DCS.



**Phone** (972) 620-4997

### **Power Protection**

www.Processor.com/Pulizzi3



### **TPC 4100 Series 3-Phase Power Distribution**

- OU or 1U mounted 20A or 30A input, 3-phase,
- 120/208VAC WYE 16A or 24A output UL498 Listed Main Disconnect Breakers
- (12) NEMA outlets, (4) per phase
- Attached 15' cable w/ either NEMA L21-20P or L12-30P
- EMI/RFI filtering, surge suppression



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### **Power Protection**

www.Processor.com/BayTech2



### 8 Receptacle Power Control / Monitoring w/Trans Switch

- Current, Voltage, Power, and Temp Monitoring
- Automatic Transfer Switch
- RS232 or Network Interface 120/208VAC 10, 20, 30A Models
- Turn On, Off, or Reboot any or All Receptacles **HURRICANE KATRINA DID NOT WIPE US OUT!**

**WE'RE FINE - GIVE US A CALL!** 



5239 Avenue A Long Beach, MS 39560 Phone: (800) 523-2702 Fax: (228) 563-7335

### **Power Protection**

www.Processor.com/ServerTechnology4



- Provide redundant power to single-power supply servers
- Auto-switches to a secondary power source if the primary becomes unavailable
- Universal voltage: 120V or 208-240V
- · Primary select switch to designate the primary & second-
- · LED lights indicate which power source is in use



Reno, NV 89511 Phone: (775) 284-2000 Fax: (775) 284-2065

1040 Sandhill Road

### **Power Accessory**

www.Processor.com/Dash

BP712T2 **Batteries \$12** 



#### **Battery packs for APC and Tripp-Lite UPSes**

- New batteries, factory-fresh, full factory warranty
- Same brand, BB Battery, as used by APC
- Used in SU1400RM-SU2200RM, Symmetra & many more
- All batteries are NOT equal. We give OEM quality at a fraction of the OEM's price
- Orders received by 2 p.m. CST usually shipped same day



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### **Racks & Cabinets** www.Processor.com/Hergo2



#### 19" Enclosure Cabinet

- 42 U x 36" Deep • 4 Mounting Rails
- Front and Rear Lockable Doors, choice of Solid, Tempered Glass or Perforated
- 2 Removable and Lockable Side Panels
- 4 Dual Wheels

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On Sale and ready to go!

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### **Racks & Cabinets** www.Processor.com/Hergo3



4 Post 19" Relay Rack User adjustable design accomodates equipment from 24" to 36.5" Deep.

> \$ SALE \$ Hergo iRack 42U - From \$245 26U - From \$235 12U - From \$225

- 4 Heavy-Duty Steel Uprights
- 4 Gliders
- Ships Knock-Down • Easy to Assemble



56-01 55th Avenue Maspeth, NY 11378 Phone: (888) 222-7270 Fax: (888) 410-0671 Manufacturer Presentation

Physical - Power Management Advertisement

### **Remote Power Management**

RS232 Enabled Meter

Aphel's rPOWER™ Remote Power Management for data center and IT applications features an eight-channel, auto-scrolling capability. The rPower RS232-enabled meter provides remote monitoring for 20 – 60 Amp (125 / 208 Volt) rackmount enclosure power solutions.

"We are very excited to start shipments of our first rPower units," says Kevin Macomber, vice president of business development. "Since its

development, we have seen huge interest in this technology set, particularly from our customers who manage missioncritical facilities."



Unlike traditional ammeters that require the user to be in close proximity,

### rPower™

rPower has an impressive high-resolution color display that can be viewed from as far away as 12 feet or through the enclosure door perforation. Aside from the ammeter, the device connects to traditional console port switches and can be managed simultaneously with other RS232-based devices, rPower represents a major advancement in power monitoring as it greatly simplifies and reduces the cost of power management.

For More Information, Visit www.Processor.com/Aphel



Phone (407) 816-3700

### \_Manufacturer Presentation.

Communications - Content Networking Advertisement

### **New Enterprise Manager from F5 Delivers Comprehensive Solution for Managing and Maintaining BIG-IP® Devices**

Provides a complete toolset for centralized maintenance, management and operation; Appliance increases productivity and reduces costs and complexity.



F5 Networks, Inc.'s Enterprise Manager is a new appliance designed to save customers time and resources with a comprehensive set of tools for maintaining, managing and operating F5 BIG-IP® version 9 Application Delivery Networking devices. Enterprise Manager's easy-to-use centralized management interface includes features that automate common tasks to accelerate deployment and reduce the total cost of ownership. The product features tools for centralized software management, device inventory and control, centralized configuration backup and restore, and centralized SSL certificate management, with all features utilizing a secure iControl connection to the devices.

Enterprise Manager on the TMOS platform offers customers distinct advantages. It provides a coordinated and efficient management strategy that is centrally controlled, while the processing and workload is distributed. Enterprise Manager gives customers clear visibility into their application delivery network configuration and includes powerful features that accelerate a network manager's ability to perform daily, weekly or monthly tasks. Highlights of Enterprise Manager include:

**BIG-IP Centralized Software Management** 

**BIG-IP Centralized Configuration Backup & Restorability** 

BIG-IP Centralized SSL Certificate Repository



Visit - http://www.Processor.com/F5

F5 Enterprise Manager 500 is available immediately. For more information on Enterprise Manager, 401 Elliott Ave West • Seattle, WA 98119 • Phone: (866) 543-9373

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www.Processor.com/Winsted

Pro Series II Vertical Racks



- Fully adjustable rack rails
- Heavy-duty welded frames
- Independent lift-off side
- panels w/optional lock Open top & bottom w/19-
- inch EIA mounting
- Custom vented side panels • NEMA conduit knock-out
- stop and bottom
- Tapped rack rails—front
- and rear Vented top panel (optional)
- 10-inch fan (optional)
- 7-inch wide wiring spacer



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### **Racks & Cabinets**

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#### New Generation of 19" **Server Rack Cabinet**

- 42U x 42" deep
- Fully perforated front door and rear split door
- Perforated roof top and 8 cutouts for cable entry
- All Doors/Sides lock!!!
- · Guaranteed compatibility w/Dell, HP, SUN & IBM
- Static load rating 2200 lbs
- Unit Markings (front & rear) Also includes 4 mounting rails. 4 dual casters & feet

· Super Sales and ready to ship today!!!



\$989

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### **Racks & Cabinets**

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### **Short Cabinets and Racks!**



Desk height (14U) and Stand-up height (22U)

- 28" or 32" depths
- USA made
- Optional sides
- Optional doors
- · Casters or adjusting glides UPS shippable

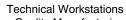


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### **Furniture**

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84"H x 60"W Rack From \$1,400



- Quality Manufacturing at an Affordable Price Heavy-duty 11-Gauge Steel
- Frames, Legs and Shelf **Brackets**
- Frame Sizes: 72" or 84"H, 24, 30 or 36"W
- High-Pressure Laminated Desktops
- Cable and Power
- **Management Options** • Flat Panel or CRT Monitor
- **Mounting Solutions**
- Nationwide Delivery and Installation



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### **Application Networking**

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#### OptimIP™ Wire-Speed, Intelligent Network Appliances:

- Bandwidth Manage up to the Application Layer.
- Block or Rate Limit Peer-2-Peer, Web-Based Email and Instant Messaging Applications.
- Control Data by Port, Sub-Net, VLAN, IP or MAC Address.
- Lowest Total Cost of Ownership.



100 Cooper Court Los Gatos, CA 95032 Phone: (877) 776-2372 Fax: (408) 354-7211

### **Load Balancing** www.Processor.com/Astrocom

Solutions Starting at \$1,295



The PowerLink Pro100™ creates multi-homed networks without BGP to eliminate link congestion and bottlenecks for fault tolerant connectivity and continuous service availability. Key benefits include:

- Intelligent traffic management and load balancing across all links
- Automatic link failover including VPN and VoIP failsafe with traffic shaping to guarantee availability and performance



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Manufacturer Presentation.

Communications - Security Advertisement

### **Password Management Solution**

Cloakware Server Password Manager Express (CSPM Express) is an appliance-based solution. It enables the secure, automatic and regular update and retrieval of application passwords.

CSPM Express was specifically developed to address the needs of smaller organizations with 200 or fewer application accounts to be managed. It is packaged and priced for small and medium-sized organizations that want to automate the application password change process.

As a hardware-based solution, it is easy to deploy and has fault tolerance built-in with dual LAN, video, power and RAID hard drives.

- Eliminates hard-coded application IDs and passwords
- Eliminates widespread knowledge of passwords
- Eliminates the cost of application maintenance due to password updates
- Enables secure, unattended operations
- Automates regular changes for application passwords
- Supports regulatory recertification



CSPM Express (Appliance) - designed for organizations with less than 200 servers CSPM (Software) - designed for organizations with more than 200 servers

www.Processor.com/Cloakware



**Phone** 703.752.4833

### Manufacturer Presentation.

Communications - Security Advertisement

### **AEP Netilla Security Platform SSL VPN**

Featuring Client Machine Identity and Seamless Citrix and Windows Terminal Services Support

The new features include device identification – the ability to authenticate remote PCs with a "digital fingerprint" identifier before allowing them to connect to an enterprise network - seamless support for Citrix® or Windows® Terminal Services-based environments, and enhanced file services.

Client Machine ID (CMID) marks the most important security enhancement to the release. Based on proprietary AEP technology, CMID makes it possible



to identify a user's specific PC before he or she is granted access to network resources. CMID creates a unique device profile based on the PC's CPU, memory and other parameters; it enhances security by providing device authentication in addition to user authentication.

NSP's broader application support is made possible by two new refinements. The first, Citrix Client Push and Windows Terminal Services Push, automatically delivers a native full Citrix ICA client for Citrix environments or a Windows RDP client for Windows to the remote user's PC, enabling seamless direct access to either Citrix MetaFrame or Windows Terminal Services applications. For Citrix, this provides access to MetaFrame without going through Citrix Web Interface. For Windows, this eliminates the need for end users to download and configure their own RDP client.

The second application refinement, based on enhancements to AEP's Intelligent Port Forwarding, translates into support for a broader range of applications – including Oracle and applications with dynamic port ranges. Both of these features will be added to AEP's Web reverse proxy/Intelligent Port Forwarding access licenses at no extra cost.

For More Information, Visit www.Processor.com/AEPNetworks



### **Network & Systems Mgmt.**

www.Processor.com/Gigamon



### GigaVUE-MP Out-of-Band Data-Access Solution

Provides dynamic connectivity for out-of-band monitoring tools such as IDS, sniffers, VoIP analyzers, application monitors and forensic recorders. It unobtrusively acquires. shapes and delivers relevant traffic from multiple segments to multiple tools. Consists of one 8-port Base Unit and up to three 4-port hot-pluggable modules, for a total of 20 ports.

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### Router

www.Processor.com/CopperCom



The CopperCom CSX is an RUS listed, next generation switching system that provides Class 4. Class 5 and IP Services. With a complete set of features including residential CLASS and custom calling features, business group, CALEA, LNP and centrex, the CSX is the perfect solution for service expansion or legacy switch replacement. For additional information, visit this page: Processor.com/CopperCom



3600 FALL Boulevard

Boca Raton, FL 33431

### Router

www.Processor.com/Edimax



Quad WAN Broadband Router - PermaLink PRI-684

- World's only QuadWAN w/ inbound load balancing for web hosting. Failover, load balancing between WAN lines
- · Aggregate Bandwidth and one network connection
- Mix DSL, Cable and Satellite broadband line between WAN lines
- T1 alternative. Combine bandwidths of multiple WAN lines



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### **Access Control**

www.Processor.com/Cloakware



#### **Password Management Solution**

CSPM Express is designed to help small to medium-sized businesses eliminate hard-coded passwords from their applications. New regulations have highlighted hard-coded passwords as insecure and unacceptable in any sized company. Auditors are now applying increased pressure to eliminate hard-coded passwords.



8320 Old Courthouse Road Vienna, VA 22182 Phone: (703) 752-4833

### **Accounting & Logging** www.Processor.com/DigitalSecurity



#### SafeTape - Tape Backup Encryption

The SafeTape range of secure backup units offers a complete solution in a single enclosure to simplify the installation of a solution to meet the requirements of regulatory rules in the financial, medical, research and similar areas of commercial, industrial and government users.



Digital Security International™

2703 Arlington Blvd. # 101 Phone: (703) 527-8547

Arlington, VA 22201 Fax: (703) 527-1220

### Antispyware www.Processor.com/Barracuda2



- Stops spyware downloads (including drive-by downloads)
- Stops virus downloads
- Blocks access to spyware Web Sites Detects spyware access to the Internet
- Facilitates spyware removal Block offensive Web Sites
- No per user fees! Very Affordable! • Call 1-888-ANTI-SPAM for your free evaluation



385 Ravendale Drive Mountain View, CA 94043 Phone: (408) 342-5400 Fax: (408) 342-1061

### Complete Network Security Solution for OEM / ODM

Firewall • Wireless • RAS • VPN • VoIP • QoS • IDS/IPS • Load Balancing



### **Hardware**

- **Customer exterior customization**
- **Custom hardware installation**
- **Base components customization**
- **Mechanical modification**
- **Custom packaging design**
- **Custom documentation printing**

### Software

- **Install OS**
- **Firmware customization**
- **Install standard applications**
- **Install custom applications**
- Firmware upgrades

### Service

- **International logistics**
- **Custom manufacturing services**
- **Custom Deployment Support**

















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American Portwell Technology Inc.

### 6851 Mowry Avenue, Newark, CA 94560 P: (510) 790-9192 E: info@mail.portwell.com F: (510) 790-9191 http://www.portwell.com

### Event Correlation

www.Processor.com/GuardedNet



GuardedNet's nS appliance family brings all the benefits of an appliance together with the feature richness of an enterprise-class SIM platform. The nS series can consolidate, correlate and analyze the logs of more than 100 devices, including network security products, hosts and applications, while providing full lifecycle incident management, as well as proactive policy monitoring and enforcement.



5901-A Peachtree-Dunwoody Rd.

### IDS/IPS/DoS

www.Processor.com/Reflex



### Interceptor - Stops Network Attacks in Real Time

- Internal & External Protection from DoS, DDoS, Worms, Viruses, Syn Floods, Trojans, Scans and Access Control
- Listed by Gartner as "Pure Play" in IPS
- 6 Different Intrusion Detection Models
- Integrated antivirus (Optional)
- · Config available supporting ADSL to Gigabit environment



5730 Glenridge Drive - Suite 10 Atlanta, GA 30328 Phone: (888) 872-7555 Fax: (770) 408-2035

### IDS/IPS/DoS

www.Processor.com/TippingPoint



### TippingPoint X505 - 50Mbps Attack Filtering

- Layer 2-7 protection against internal/external attacks
- Blocks worms, viruses, trojans, phishing, spyware, P2P, etc.
- Stateful packet inspection firewall/VPN HW acceleration • Traffic prioritization within VPN tunnels providing VoIP QoS
- Web content/URL filtering & out-of-box VPN client support
- Evergreen protection with weekly Digital Vaccine® updates



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### IDS/IPS/DoS

www.Processor.com/Psynapse



#### Checkmate Intrusion Protection System

- Real-time behavioral assessment of intent
- Capability to detect unique or new forms of attack
- Automated tracking and blocking
- Automated profile development to aid forensic analysis
- User-friendly graphical user interface

www.Processor.com/Psvnapse



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Fax: (202) 298-2689

### IDS/IPS/DoS

www.Processor.com/Xaffire



Xfire is 'Instant Replay' for your website. Xfire captures, stores and plays back the entire session for every real user, providing monitoring and alerts on content and statistics for known problems and robust search functionality for newly discovered problems. See the behavior of your users and the response of your applications in real time with



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"One significant challenge in the area of security and compliance reporting is the plethora of data that is generated by traffic monitoring applications," says Pat Clawson, CEO of CyberGuard. "Data spanning multiple time zones is a particular headache from a reporting perspective. Webwasher Content Reporter Version 4.6 eliminates this problem by giving the system administrator full control over how these data are treated from a time zone perspective," continues Clawson. This ability to "normalize" time zone information makes the process of analyzing and reporting on dozens of gigabytes of global data far easier for system administrators in centralized data centers.

In addition to simplified reporting, Content Reporter Version 4.6 adds support for the most popular Linux distributions and allows Content Reporter deployments on Unix and Linux to use Microsoft SQL Server installations as backend repositories for logging and reporting data, thereby significantly reducing the time and investment needed to deploy an enterprise wide reporting solution. Content Reporter Version 4.6 also adds several features that improve ease of use, report access and archival management.



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#### OptimANA™ CP3600



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The OptimANA™ CP3600 platform enhances the performance and scalability of applications while addressing the business requirements for broadband throughput and userlevel security. The CP3600 provides wire-speed networking capabilities like switching, routing, traffic shaping, security, bandwidth management and QoS. Software developers can rapidly converge their applications with the CP3600 functionality through Procera's OptimANA™ XML based API. The API will provide the application with the ability to easily interface and manage the wire-speed networking policy engine while enhancing throughput and performance of their applications, all while lowering the overall complexity and cost structure for IT operations. The OptimANA™ CP3600 is the first open platform to address the rapidly emerging multi-billion dollar market for application-oriented networking and security, and delivers higher performance, better control and the lowest cost of deployment in the industry to provide an unprecedented competitive advantage to networking and security developers.



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TippingPoint X505 extends Intrusion Prevention with Firewall, VPN, Bandwidth Management, Content Filtering and much more...



TippingPoint X505

The TippingPoint X505 utilizes the award-winning capabilities of the TippingPoint Intrusion Prevention Systems to continually cleanse the network of malicious traffic including worms, viruses, Trojans, Phishing

attempts, Spyware, VoIP threats and other malicious traffic. To ensure constant protection,
TippingPoint's Digital Vaccine security team continually develops new attack filters to preemptively
protect against the exploit of new and zero day vulnerabilities.

In addition to the award winning IPS functionality, the TippingPoint X505 includes IPSec VPN, a stateful packet inspection firewall, Web content filtering, and policy-based traffic shaping, which provides fine grain bandwidth usage and control for both inbound and outbound traffic streams. One of the most compelling attributes of the X505 is that all of its functionalities are wholly interoperable. For example, IPS and traffic shaping can be applied within an IPSec VPN tunnel - effectively preventing the propagation of worms between enterprise branch locations, while simultaneously prioritizing site-to-site VoIP phone calls for enhanced VoIP quality.

The TippingPoint X505 prioritizes real-time business-critical applications, including video conferencing, IP telephony and interactive distance-learning. Its innovative tunneling approach secures current and next-generation multicast conferencing applications as well as other business critical applications. The TippingPoint X505 can prioritize both inbound and outbound application traffic as well as inside and outside IPSec VPN tunnels.

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# Simple Way To Manage Identity & Protect Information

Identity is a simple, affordable software & appliance solution that lets you see, control and prove who's doing what with any server or application, anytime. Identity establishes pervasive identity for every user,



group, computer, server and application so you can easily enforce what authorized users can and can't see or do. The identities are permanent and unalterable, and any user without an identity can't see your assets at all.

The **Identity** solution comprises three components:

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- I-Manager— This Web-based application lets you quickly configure Identity, enable users and create policies incrementally for easy, manageable deployment. I-Manager also generates clear, customizable reports of all interactions.
- I-Gateway—This hardened, inline appliance sits between users and critical assets, enforcing policies at wire speed based on the unique user identities in the packets. The Identity Operating System (IDOS) also resides on I-Gateway, providing a secure and extensible software platform for TNT and third-party identity-based applications.



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. Manufacturer Presentation **.** 

### Reflex Security Adds Multi-Gig Solution to Network IPS Suite



Reflex Security, Inc., a leader in network intrusion prevention solutions, has developed a new multi-gigabit intrusion prevention solution, the Reflex IPS MG<sup>TM</sup>. The Reflex IPS MG identifies, analyzes and responds to internal and external security threats in real-time through comprehensive threat detection and prevention techniques. Operating inline at speeds of up to 5 gigabits per second, the Reflex IPS MG eliminates the tradeoff between effective security and scalable performance.

The Reflex IPS MG delivers improved security, increased reliability and performance to prevent today's most serious network security threats. The Reflex IPS MG vastly outperforms traditional solutions. It leverages a wire-speed, multi-gigabit packet-handling architecture, which utilizes application specific integrated circuit (ASIC) network interface modules that balance loads across multiple CPUs.

"In the past, protection of high-speed enterprise network segments meant compromising security for performance," said Hezi Moore, Reflex Security Founder and CTO. "As a result, organizations deploying network intrusion prevention systems are no longer forced to choose between offline, IDS-converted systems or purely ASIC-based solutions that promise speed but are limited in adaptability and slow to respond to new security threats."



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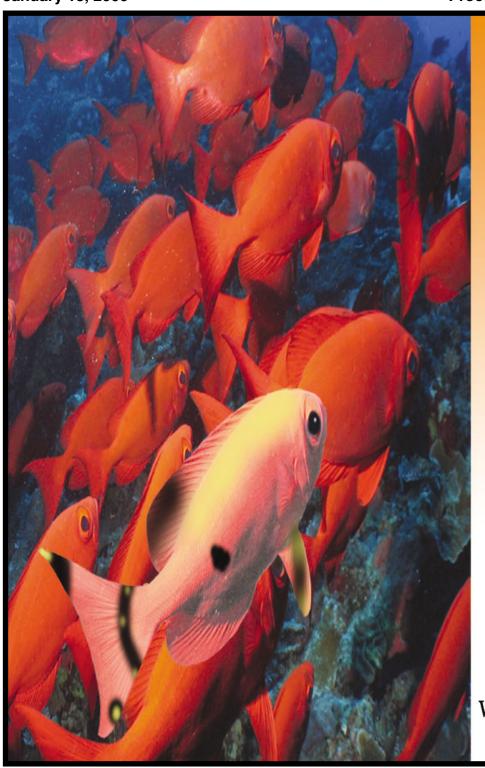
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